*USER'S MANUAL*
*Part 2*

# AT&T Small Business System Speakerphone with Intercom and Caller ID/Call Waiting 974

**For Customer Service Or Product Information, Visit Our Website At www.telephones.att.com**

Please also read
**Part 1 — Important product information**

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# Product overview



This AT&T Small Business System Speakerphone with Intercom and Caller ID/ Call Waiting 974 is expandable to a 16-extension telephone system. The 974 is compatible with AT&T 945, 984, 944, 955 and 964 telephones. (See Before you begin starting on page 2 and Expanding the phone system beginning on page 93 for details.)

The 974 is hearing-aid compatible and can be connected to up to four incoming telephone lines. This phone features a speakerphone for hands-free use and a headset jack compatible with most two-band 2.5mm headsets (sold separately). The 974 allows paging, intercom and call transfers between system phones and is capable of connecting three parties in a conference call. This phone also features a 32-number memory for faster dialing and has a directory which can store up to 200 additional numbers with names. This phone has a caller ID feature which supports caller ID with call waiting service. (Caller ID services are subscriber services available from many local telephone companies for a fee.) There are two convenience ports available for connecting the phone to another device such as a fax machine or modem.

The 974 is compatible with Centrex service. Centrex is a special subscriber service which may be available from your local telephone company for a fee. If you subscribe to Centrex service, refer to the Centrex operation section of this manual, beginning on page 96.

This user's manual contains detailed instructions for installing, programming and operating your AT&T Small Business System Speakerphone with Intercom and Caller ID/Call Waiting 974. Please be sure to read Before you begin starting on page 2 before installing this phone.

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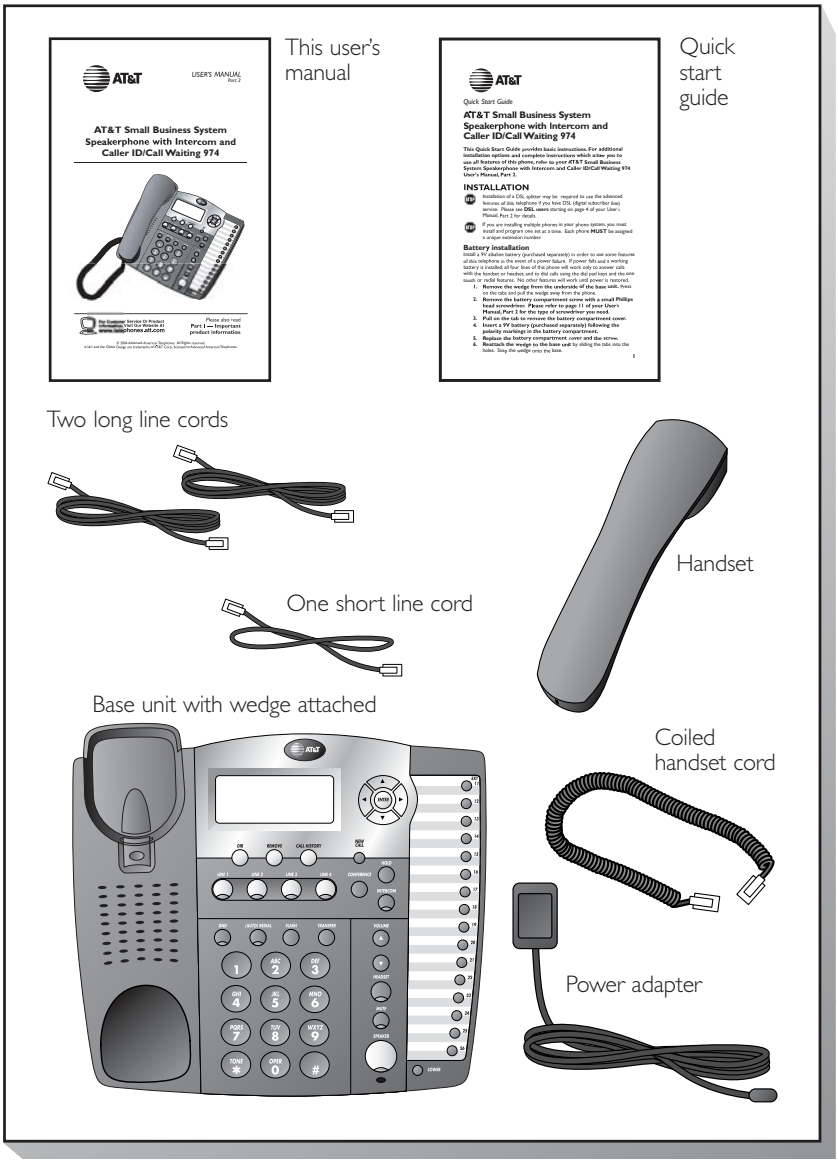
# Before you begin

## Parts list

Your box should include:




## Tools needed

You will also need a small Phillips head screw driver to install your phone.

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This 974 telephone is fully compatible with any AT&T Four-Line Small Business System Speakerphone 945 or 984 units you may have installed. You can use a total of 16 945/974/984 units together as extensions in your phone system.

This 974 telephone is also compatible with any AT&T 964/955/944 phones you have previously installed. This 974 telephone is **NOT** compatible with any 843, 853, 854, 874, or 954 telephones you may have previously installed.

**NOTE:** If you have one or more 964, 955, or 944 phone(s) installed in the same phone system with this 974 telephone, you can have only 12 extensions and 15 telephone lines in the phone system.

- You must have a modular telephone jack and an electrical outlet not controlled by a wall switch near where you're installing the phone.

STOP The total length of telephone wiring used in this system **MUST NOT** be more than 600 feet as it may cause interference with the advanced features of this telephone.

- Identify the number of phone lines you'll use.
- Plan the layout of your phone system.
- All connected phones must have the same line 1 phone number for the intercom and paging features to work.

STOP Every individual phone in your telephone system **MUST** be assigned a unique extension number for the intercom feature to work. If you try to assign the same extension number to a second phone, you will hear a repeating short ring and the the screen display will include `EXT XX is already used Assign new EXT #` if the phone is in idle mode. If the phone is in the programming mode, you will hear the repeating short ring only. See **Assign an extension number to your phone** on page 24 of this manual for directions.

- Decide if you want a private line. A private line does not appear on all connected phones.
- Choose your setting for each feature. You will need to program the features after installation. See **Programmable features list** beginning on page 7 for a brief description of the features. See the Feature setup section beginning on page 23 for programming instructions.

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## DSL users

Connecting a DSL line to L1/L2 may interfere with the advanced features of this telephone, (such as intercom, hold, and line privacy,) which work by sending data signals over line 1. These data signals are sent at some of the same frequencies as those used by your DSL service.

Also, DSL lines usually have microfilters, which keep the DSL signals from interfering with your telephone's sound quality. These same microfilters will also block the data signals that this telephone system uses to support some telephone system features. Therefore, the advanced features of this phone may not work properly when DSL microfilters are installed on L1/L2 of your phone system. However, you can use a DSL splitter to prevent these problems.

**For only one or two DSL lines, install it/them into L3/L4 on the back of the phone.**

If your system will only use two or three phone lines, plug a single non-DSL telephone line into L1/L2. (Turn off the L2 line usage lights.) Be sure to use the microfilter(s,) which were probably provided when DSL was installed, on lines 3 and/or 4 if the lines have DSL, to protect the sound quality.

If you have two telephone lines, one of which is DSL, which both appear at a single wall jack, use a Triplex adapter to separate the lines at the wall jack. Call **1 (800) 222-3111** if you need help doing this.

**If you must install a DSL line into L1/L2 on the back of the phone, use a DSL splitter.**

Lines 1 and 2 share a telephone jack, so if you need to install a DSL line for telephone line 1 or line 2, you will need additional equipment to avoid interference. Any telephone line connected to L1/L2 cannot have a microfilter. It must have a DSL splitter. Use a dual line DSL splitter or a two-line DSL filter. Call **1 (800) 222-3111** if you need help doing this.

Installation, by your DSL service provider or other professional, of a DSL splitter (not a microfilter) as close as possible to the protection block or network interface (where the telephone line enters the house) may resolve DSL interference. (It may be necessary to use a DSL splitter intended for outdoor use.) A DSL splitter allows the data and voice signals to use the same telephone line without interfering with each other.

AT&T cannot supply the DSL splitter. Please contact your DSL service provider or professional contractor for details about obtaining and installing a DSL splitter. Your DSL service provider may require you to bear any installation costs. AT&T and the manufacturer of this product have no affiliation with your DSL provider and the type or quality of services they offer. Installation must be performed at your own expense and AT&T cannot troubleshoot or provide installation support.

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**NOTE:** If your DSL service provider cannot supply a DSL splitter, it is possible to purchase an outdoor DSL splitter over the Internet.

If you are a new DSL customer, your DSL service provider will probably ask you if you have more than one telephone line in your home or business, or if you are installing a phone system. If you answer yes, your DSL service provider will probably advise you that you need a splitter. In most cases, your DSL service provider will supply you with the proper splitter for your specific situation. The DSL splitter, installed properly, should help overcome any interference between the DSL signal and the signals sent by your phone system.

AT&T shall not be responsible for the cost of installation, any damages, lost business, direct or indirect expenses accrued or associated with installation, or other compatibility issues which may arise as a result of using this product while you subscribe to DSL service.



## Glossary

**Caller ID:** Caller identification is a subscriber service available from most local telephone companies for a fee. When you subscribe to caller identification, you can see who's calling before you answer the phone if you and the caller are both in areas offering caller ID service with compatible equipment.

**Caller ID with call waiting:** This is a single, combined subscriber service which may be available from your local telephone company. If you subscribe to this service, you can use your 974 telephone to see who's calling even while you are on another call (as long as your caller is in an area with caller ID service and both telephone companies use compatible equipment).

**Centrex service:** A special subscriber service which may be available from your local telephone company for a fee. This 974 telephone can be used with Centrex service.

**COVM:** Central Office Voice Mail is a subscriber voice message service which may be available from your local telephone company. This service may be called by another name in your area (e.g. call answering).

**DND:** When activated, the Do Not Disturb (DND) feature prevents interruptions during a call.

continued on page 6

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**Glossary**

continued from page 5

**Home area code:** This is the area code for your telephone number. Most users simply dial the seven digits of a phone number to make a call within their own area code and 11 digits outside of their area code. If this applies to you, you should enter your own area code into the unit as the home area code. After programming, if you receive a call from within your home area code, the screen will display the seven digits of the phone number.

You may, however, live in a region where for calls within your own area code, you must dial 10 digits (that is, the area code and phone number). If this applies to you, enter **000** for the home area code and enter your area code as a local area code. After programming, if you receive a call from within your area code, the screen displays the 10 digits of the phone number.

Be sure to follow the directions under **Program home and local area codes** on page 38 during feature setup.

**Line group:** A group of system phones sharing some lines within a multi-phone system.

**Local area code:** Most users dial 11 digits to make calls outside their home area codes. If this applies to you, you do not need to program any local area codes.

However, if you dial only 10 digits to make calls to some areas outside your home area code (without dialing 1), then program these local area codes into the phone. Up to five local area codes can be programmed. See **Program home and local area codes** on page 38 during feature setup for instructions.

After programming, if you receive a call from one of these local area codes, the screen displays the 10 digits of the phone number.

**Navigation buttons:** These are the buttons used when programming your 974 phone and for scrolling through feature options (ENTER, ▲, ▼, ▶, ◀).

**Phone system:** Two or more system phones combined to form an interacting system of shared lines. You can have up to 16 phones in the system.

**NOTE:** If you have one or more 964, 955, or 944 phone(s) installed in the same phone system with this 974 telephone, you can have only 12 extensions in the phone system.

**Prime line:** This is the line on your phone you designate to be selected automatically when you lift the handset, press SPEAKER, or press HEADSET.

**System phone:** Any 944, 945, 955, 964, 974 or 984 phone in your phone system (also called an extension).

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## Programmable features list

**Default settings indicated by *.**

| Feature: | Function: | Options: |
|---|---|---|
| **One touch preference** | Choose default mode for one touch (EXT) buttons. | Intercom* or telephone |
| **Extension no.** | Assign an extension number to this phone. | 11*-26 |
| **Ringer on/off** | Turn the ringer on or off for each line. | On* or off |
| **Ringer type** | Select a ring pattern for this phone. | Type 1*, 2, 3, 4 |
| **Delay ring** | Select desired time to delay central office ring. | Off*, 2, 4, 6, up to 30 seconds |
| **Auto-mute** | Turn auto-mute on or off (sounds at this extension will be heard automatically when paged). | On* or off |
| **Tone/pulse** | Set the dial mode for touch tone or dial pulse (rotary) dialing. | Tone* or pulse |
| **Hold reminder** | Turn on or off the audible reminder that a call at this extension is on hold. | On* or off |
| **Time/date** | Set the time and date. | 01:00 AM 01/01 Sunday* |
| **Line usage** | Turn line usage on or off for each line. | On* or off |

**NOTE:** One ring lasts about six seconds, two rings last twelve seconds, and so on.

continued on page 8

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**Programmable Features List**

continued from page 7

**Default settings indicated by *.**

| Feature: | Function: | Options: |
|---|---|---|
| **Prime line** | Assign a line on this phone to be selected automatically when you lift the handset, press SPEAKER, or press HEADSET. | Line 1*, 2, 3, 4 |
| **Automatic mode** | Choose default mode for calls connected with the handset in the base unit. | Speakerphone* or headset |
| **Scroll rate** | Set the scrolling speed for rapid scroll. | Very slow, slow, medium*, fast, or very fast |
| **LCD backlight** | Turn the screen display backlight on or off. | On* or off |
| **COVM on/off** | Turn COVM (message/ voice mail) indicators on or off for each line. | On or off* |
| **COVM reset** | Clear COVM indicators when they are lit but no new messages are waiting. | N/A |
| **Area codes** | Program one home and up to five local area codes for use with caller ID features. | 1-3 digits, empty* |
| **Line group** | Assign your phone to a line group. | Line group 4*-15 or PRV (private) |

**NOTE:** One ring lasts about six seconds, two rings last twelve seconds, and so on.

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**Default settings indicated by *.**

| Feature: | Function: | Options: |
|---|---|---|
| **Reset all** | Return all features to default settings. | N/A |
| **Console** | Specify whether your phone is the Centrex console phone for your phone system. | On or off* |
| **CSL delay ring** | Set the time to delay ring for Centrex console phone. | Off*, 2, 4, 6, up to 30 seconds |
| **Language** | Select the language for screen displays. | English*, Spanish, or French |

**NOTE:** One ring lasts to about six seconds, two rings last twelve seconds, and so on.

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## Audible signals

| When you hear: | It means: |
|---|---|
| **A rapid double-ring pattern, repeating** | You have an incoming intercom call. |
| **A long single ring, repeating** | You have an incoming transferred call. |
| **A short single ring, repeating** | The extension number you just programmed has already been assigned. Choose another number for this extension. |
| **A short single tone, repeating** | The extension you are calling is in DND mode. |
| **A long single tone, repeating** | The extension you are calling is busy. |
| **A very long single tone, repeating** | The extension you are calling is ringing or in DND mode. |

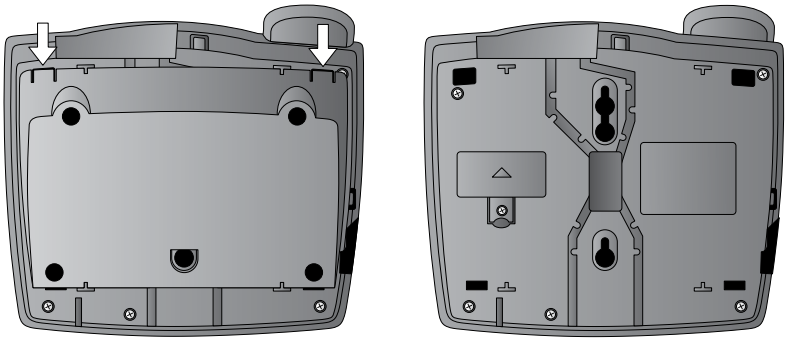
# Installation

If you are installing multiple phones in your telephone system, you must install and program one set at a time. If more than one extension is assigned the same extension number, a repeating short ring (error ring) sounds at the extension you are programming and the screen display includes `EXT XX is already used Assign new EXT #` if the phone is in idle mode. If the phone is in the programming mode, you will hear the repeating short ring only. Assign a different extension number from 11 to 26 (see **Assign an extension number to your phone** on page 24).

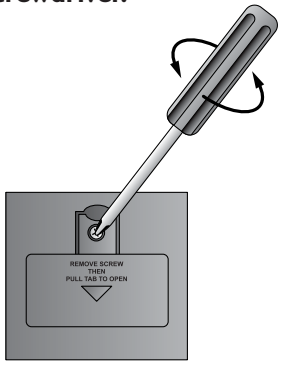
## Battery installation

Install a 9V alkaline battery (purchased separately) in order to use some features of this telephone in the event of a power failure. If power fails and a working battery is installed, all four lines of this phone will work only to answer calls with the handset or headset, and to dial calls using the key pad and the one touch or redial features. No other features will work until power is restored.

1. **Remove the wedge from the underside of the base unit.**
   Press on the tabs in the direction of the arrows and pull the wedge away from the phone.



2. **Remove the battery compartment screw with a small Phillips head screwdriver.**

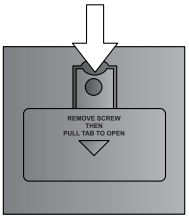



continued on page 12

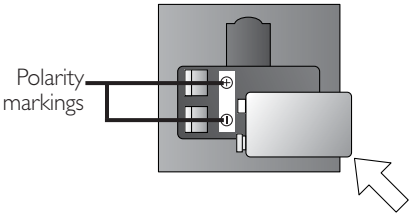
**Battery installation**

continued from page 11

3. **Pull on the tab to remove the battery compartment cover.**



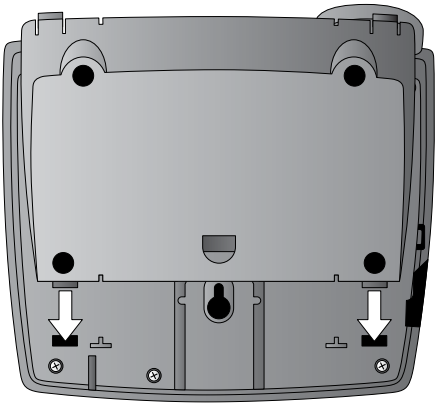

4. **Insert a 9V battery (purchased separately) following the polarity markings in the battery compartment.**




5. **Replace the battery compartment cover and the screw.**
6. **If you are wall mounting the phone,** turn to **Wall installation** beginning on page 15. (You will not need the wedge; store it in case you use the phone on a table or desk in the future.)

   **—OR—**

   **If you are using the phone on a table or desk**, reattach the wedge to the base unit by sliding the tabs into the holes as shown. Snap the wedge onto the base. Then, turn to **Table/desk installation** beginning on page 13.



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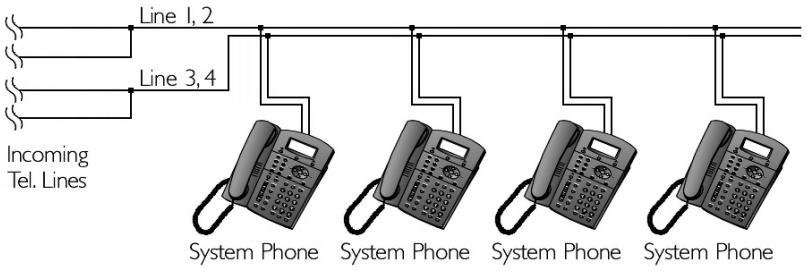
## Table/desk installation

For best results, follow the directions in **Battery installation** on page 11 before installing the phone.

**Recommended wiring configuration for phone system**




**NOTE:** The total length of telephone wire used in your system should not be more than 600 feet as it may cause interference with the advanced features of this telephone.

**NOTE:** Users should use ONLY the line cords provided. In case additional line cords are required, please use ONLY AWG#24 line cords.

1. **Connect the telephone line cords to the telephone and wall jacks as shown in the following illustration on page 14.**

continued on page 14

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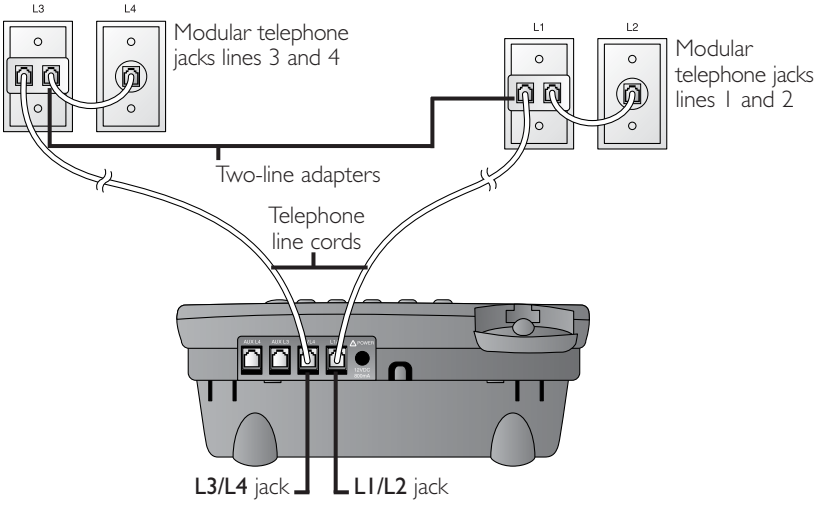
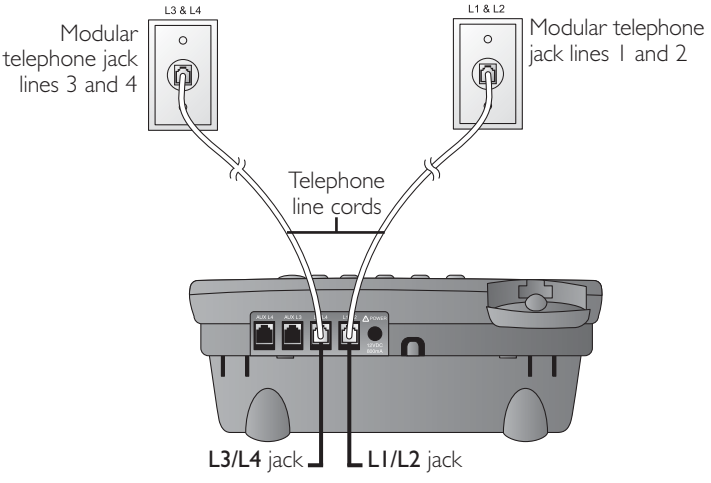
**Table/desk installation**

continued from page 13

- **Four one-line jacks** (To use this installation option, you'll need to purchase two two-line adapters. Adapters are available at retail stores or by calling **1 (800) 222–3111**.)




- **Two two-line jacks**




2. **Connect the handset cord.**
   Plug one end of the coiled handset cord into the jack on the left side of the phone. Plug the other end into the handset and hang up.

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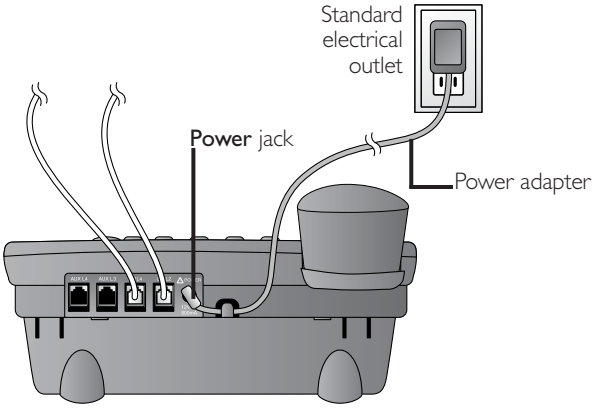
3. **Connect the power adapter to the telephone.**

   Use only the power adapter provided with this product. To obtain a replacement, call **1 (800) 222–3111**.

   Plug one end of the power adapter into the jack labeled **POWER** on the back of the phone. Plug the other end into a standard electrical outlet not controlled by a wall switch.




4. **Initialization.**

   If no battery is installed when you connect the power cord, the phone runs a quick self-test and the screen displays `Initializing` for about three seconds.

**NOTE:** The phone will run through this same initialization any time it is reconnected to AC power if a working battery is not installed (for example, after a power failure or when the unit has been unplugged).

5. **Check for dial tone.**

   Lift the handset and listen for a dial tone. If you cannot hear a dial tone, turn to **In case of difficulty** beginning on page 88.

## Wall installation

For best results, follow the directions in **Battery installation** on page 11 before installing the phone.

1. **If the wedge is still attached to the underside of the base unit**, follow **step 1** in **Battery installation** on page 11 to remove the wedge.

continued on page 16

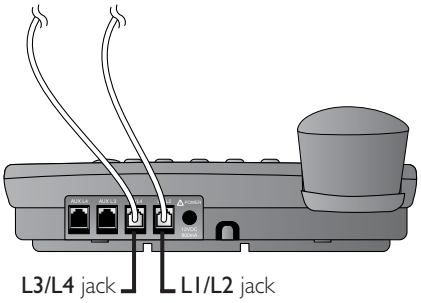
**Wall installation**

continued from page 15

2. **Reverse the handset tab.**

   Hold down the switchhook, then pull out the handset tab and rotate it 180 degrees. Push the handset tab down into the grooves so it settles into position.

3. **Connect the telephone line cords to the telephone as shown.**



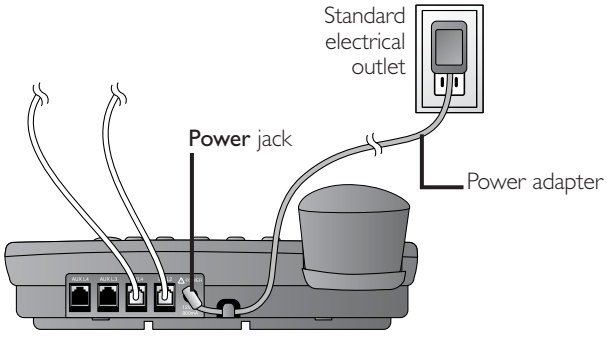

4. **Connect the handset cord.**

   Plug one end of the coiled handset cord into the jack on the left side of the phone. Plug the other end into the handset and hang up.

5. **Connect the power adapter to the telephone.**

   Use only the power adapter provided with this product. To obtain a replacement, call **1 (800) 222–3111**.

   Plug one end of the power adapter into the jack labeled **POWER** on the back of the phone. Plug the power adapter into a standard electrical outlet not controlled by a wall switch.



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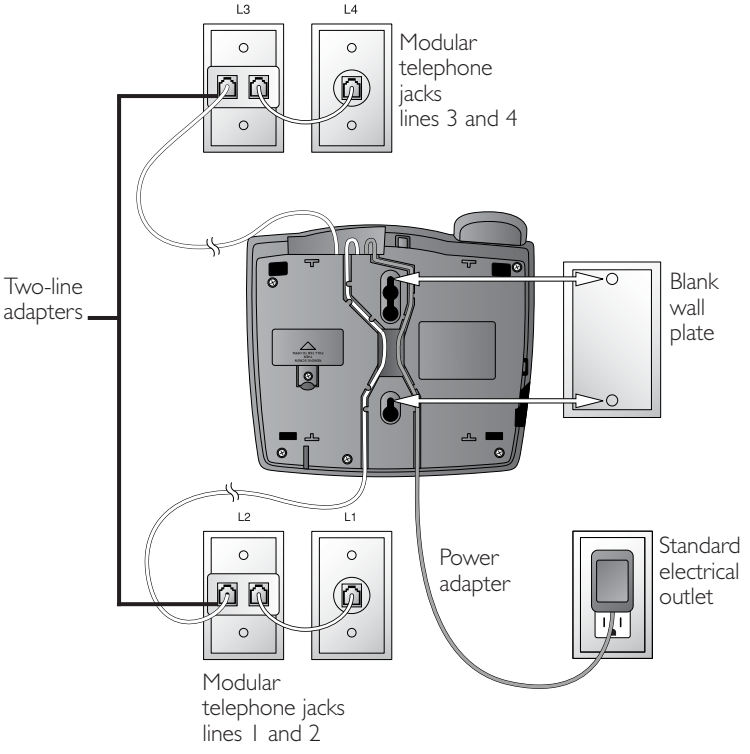
**6. Connect the telephone line cords to the wall jacks as shown in the following illustration and mount the phone on the wall**.

**NOTE:** Users should use ONLY the line cords provided. In case additional line cords are required, please use ONLY AWG#24 line cords.

- **Four one-line jacks** (To use this installation option, you'll need to purchase two two-line adapters. You will also need to purchase and install a blank wall plate. Adapters and blank wall plates are available at retail stores or by calling **1 (800) 222-3111**.)




continued on page 18

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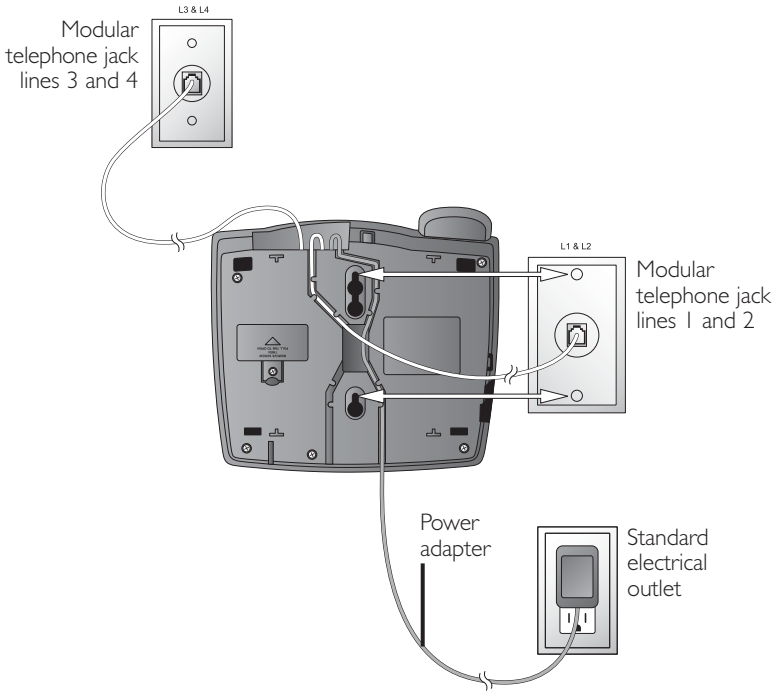
**Wall installation**

continued from page 17

- **Two two-line jacks** (To use this illustration option, you may want to use the short line cord for lines 1 and 2.)


L3 & L4
Modular telephone jack lines 3 and 4
L1 & L2
Modular telephone jack lines 1 and 2
Power adapter
Standard electrical outlet

7. **Initialization.**
   If no battery is installed when you connect the power cord, the phone runs a quick self-test and the screen displays `Initializing` for about three seconds.

**NOTE:** The phone will run through this same initialization any time it is reconnected to AC power if a working battery is not installed (for example, after a power failure or when the unit has been unplugged).

8. **Check for dial tone.**
   Lift the handset and listen for a dial tone. If you cannot hear a dial tone, turn to In case of difficulty beginning on page 88.

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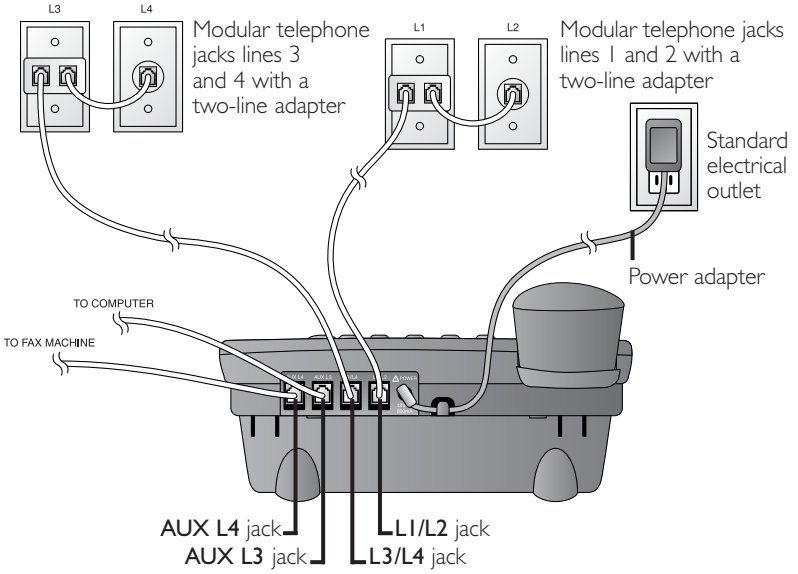
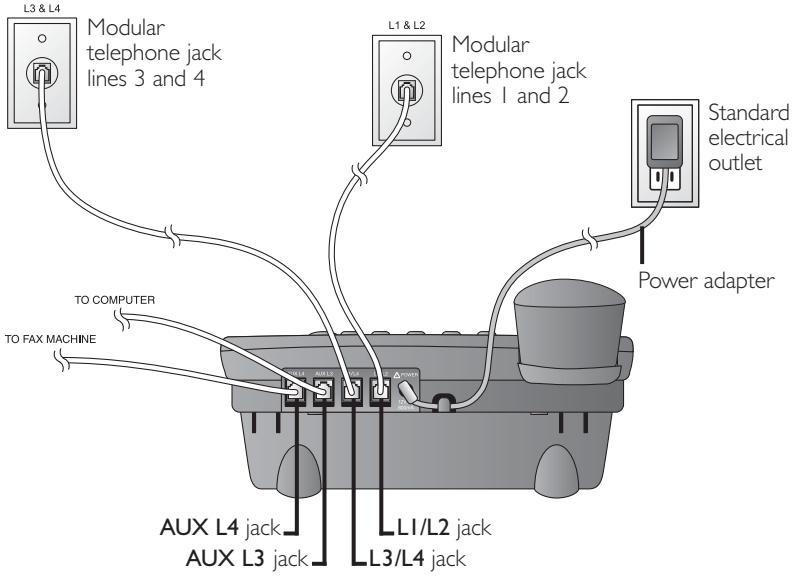
## Convenience ports

If you want to connect another device (such as a modem or fax machine) to the wall jack, you can use the jacks on the phone labeled **AUX**. These convenience ports use lines 3 and 4; a call picked up on line 3 or 4 at another extension may interrupt fax, modem, or message transmission.

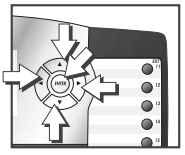
- **Four one-line jacks**




- **Two two-line jacks**

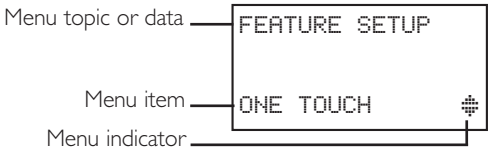


# Menu operation



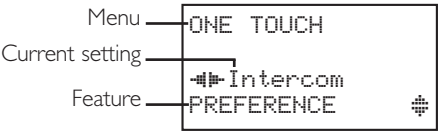
Feature setup, memory programming and some individual feature operations for the 974 use menus shown in the screen display. Use the navigation buttons (◀, ▶, ▲, ▼, ENTER) to begin, end and move through menu operations (for example, feature setup).

- Press ENTER to activate a menu operation. The first menu item for this topic or data will appear in line four of the screen. For example, the screen displays:




**NOTE:** If you do not press a key to continue menu operations within 30 seconds, the telephone automatically exits the menu.

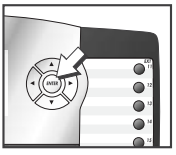
- When ⇕ is displayed, you can press the ▼ or ▲ button repeatedly to move through the menu.
- Press ENTER to choose the menu item currently displayed. This may be a lower level menu, an action, or a feature settings screen. For example:




- When ⇹ is displayed, you can press the ▶ or ◀ button to scroll through setting choices.
- Press ENTER to store the setting, or press ▼ to store the setting and show the next option for the feature currently displayed.
- To return to the main menu, press the ▼ or ▲ button until the screen display includes MAIN MENU or EXIT. Then, press ENTER.
- To exit programming mode, press and hold ENTER.

**NOTE:** If the phone beeps twice, repeat the steps to program the feature.

## Menu structure

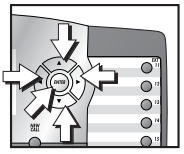


Use the menu to set up the values for the 974 features. Access the menu by pressing ENTER when the phone is idle. The menu structure for the feature setup menu is shown below.

- One touch
  - Preference
    - Intercom
    - Telephone
  - Progam
    - Pause
    - Tone
    - Flash
    - Cancel
  - View
    - Done
  - Main menu
- Phone settings
  - Extension no.
  - Ringer on/off
  - Ringer type
  - Delay ring
  - Auto-mute
  - Tone/pulse
  - Hold reminder
  - Main menu
- Time/date
- Special options
  - Line usage
  - Prime line
  - Automatic mode
  - Scroll rate
  - LCD backlight
  - COVM on/off
  - COVM reset
  - Area codes
  - Line group
  - Reset all
  - Main menu
- Centrex
  - Console
  - CSL delay ring
  - Main menu
- Language
- Exit

## Shortcut to language menu

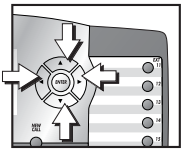
This phone comes programmed for English screen displays. If you need to change the screen language to Spanish or French, you can use these steps to reach the LANGUAGE menu more quickly.



1. Press ENTER to begin feature setup.
2. Press ▲ twice. The screen display includes LANGUAGE and the current setting.
3. Press ◀ or ▶ to scroll through the language choices (English, Espanol, or Français). When the language you want to use is displayed, press ▼ to save your choice. The screen display includes EXIT.
4. Press ENTER to return to the idle screen.

**NOTE:** You can exit feature setup and return to the idle screen any time. Simply press and hold ENTER.

## Rapid scroll



You can scroll through menu items or setting choices more quickly using this feature. Press and hold the desired scroll button (▲, ▼, ▶ or ◀). The screen will scroll through your choices at the rate you program during feature setup. See **Set the scroll rate** on page 34 for programming instructions.

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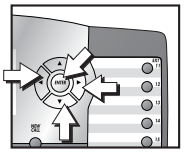
# Feature setup

## Set one touch preference

Choose whether pressing an EXT button automatically initiates an intercom or one touch call. If you want to place one touch calls using only one button, set this feature to TELEPHONE. If you want to place intercom calls using only one button, set this feature to INTERCOM. See One touch operation beginning on page 55 and Intercom operation beginning on page 67 for details about one touch and intercom calls.



1. Press ENTER to begin feature setup.
2. Press ENTER. The screen display includes PREFERENCE and the current setting.
3. Press ◀ or ▶ to toggle between INTERCOM and TELEPHONE.
4. When the correct setting is shown, press ▼ to save your choice. The screen display includes PROGRAM.
5. Press and hold ENTER to return to the idle screen.

**NOTE:** You can exit feature setup and return to the idle screen any time. Simply press and hold ENTER.

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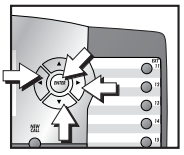
## Assign an extension number to your phone

Every individual phone in your telephone system **MUST** be assigned a unique extension number for the intercom feature to work.



1. Press ENTER to begin feature setup.
2. Press ▼ until the screen display includes PHONE SETTINGS.
3. Press ENTER. The screen display includes EXTENSION NO and the current setting.
4. Press ◀ or ▶ to change the extension number (11 … 26).
5. When the desired extension number is shown, press ▼ to save your choice. The screen display includes RINGER ON/OFF.

**NOTE:** If you duplicate an extension number already in use, you will hear a repeating short ring (error ring) and the screen display will include EXT XX is already used Assign new EXT #. if the phone is in idle mode. If the phone is in the programming mode, you will hear the repeating short ring only. Repeat **steps 1-5** at the ringing phone to assign a different extension number (from 11-26).

6. Proceed to **step 5** on page 25 to set the next feature (ringer on or off).
   **—OR—**
   Press and hold ENTER to return to the idle screen.

**NOTE:** You can exit feature setup and return to the idle screen any time. Simply press and hold ENTER.

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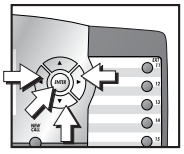
## Turn the ringer on or off for each line



1. Press ENTER to begin feature setup.
2. Press ▼ until the screen display includes PHONE SETTINGS.
3. Press ENTER. The screen display includes EXTENSION NO.
4. Press ▼ until the screen display includes RINGER ON/OFF.
5. Press ENTER. The screen display includes L1 RINGER and the current setting.
6. Press ◄ or ► to toggle between On and Off for the line shown.
7. When the desired setting for this line is shown, press ▼ to save your choice. The screen display will include the current ringer setting for the next line (L1 … L4).
8. Repeat **steps 6** and **7** to turn the ringer on or off for other lines at this phone.
9. When you are finished setting the ringer, press ▼ until the screen display includes DONE.
10. Press ENTER. The screen display includes RINGER ON/OFF.
11. Proceed to **step 4** on page 26 to set the next feature (ringer type).
    **—OR—**
    Press and hold ENTER to return to the idle screen.

**NOTE:** You can exit feature setup and return to the idle screen any time. Simply press and hold ENTER.

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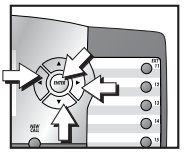
## Select the ringer type

You can choose a ring pattern for incoming phone calls.



**NOTE:** Incoming intercom calls use ringer type 1 and cannot be changed.

1. Press [ENTER] to begin feature setup.
2. Press ▼ until the screen display includes PHONE SETTINGS.
3. Press [ENTER]. The screen display includes EXTENSION NO.
4. Press ▼ until the screen display includes RINGER TYPE.
5. Press [ENTER]. The screen display includes L1 RINGER TYPE and the current setting.
6. Press ◄ or ► to change the ringer type (Type 1 … Type 4) for the line shown.
7. When the desired setting for this line is shown, press ▼ to save your choice and move to the next line with its ringer type.
8. Repeat **steps 6** and **7** to set ringer types for other lines on this phone (L1 … L4).
9. When you are finished setting the ringer type, press ▼ until the screen display includes DONE.
10. Press [ENTER]. The screen display includes RINGER TYPE.
11. Proceed to **step 4** on page 27 to set the next feature (delay ring).
    **—OR—**
    Press and hold [ENTER] to return to the idle screen.

**NOTE:** You can exit feature setup and return to the idle screen any time. Simply press and hold [ENTER].

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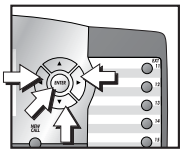
## Set delay ring

Set the length of time before incoming calls will ring at this extension.

**NOTE:** If you choose to set a delayed ring on a phone with voice mail service, the phone may not ring at all before voice mail picks up the call.



1. Press ENTER to begin feature setup.
2. Press ▼ until the screen display includes PHONE SETTINGS.
3. Press ENTER. The screen display includes EXTENSION NO.
4. Press ▼ until the screen display includes DELAY RING and the current setting.
5. Press ◀ or ▶ to change the delay ring setting (Off, 2 sec ... 30 sec).
6. When the correct delay setting is shown, press ▼ to save your choice. The screen display includes Auto-Mute.
7. Proceed to **step 5** on page 28 to set the next feature (auto-mute).
   **—OR—**
   Press and hold ENTER to return to the idle screen.

**NOTE:** You can exit feature setup and return to the idle screen any time. Simply press and hold ENTER.

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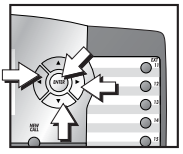
## Turn auto-mute on or off

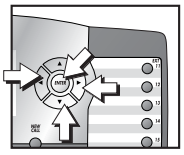
Choose whether sounds at this extension will be heard automatically in response to a page (auto-mute off) or only when MUTE is pressed. Auto-mute off permits hands-free conversation and room monitoring; auto-mute on protects privacy.



1. Press ENTER to begin feature setup.
2. Press ▼ until the screen display includes PHONE SETTINGS.
3. Press ENTER. The screen display includes EXTENSION NO.
4. Press ▼ until the screen display includes Auto-Mute and the current setting.
5. Press ◀ or ▶ to toggle between On and Off.
6. When the correct setting is shown, press ▼ to save your choice. The screen display includes TONE/PULSE.
7. Proceed to **step 5** of **Set dial mode** on page 29 to set the next feature (tone/pulse).
   **—OR—**
   Press and hold ENTER to return to the idle screen.

**NOTE:** You can exit feature setup and return to the idle screen any time. Simply press and hold ENTER.

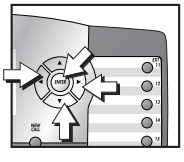
## Set dial mode



1. Press ENTER to begin feature setup.
2. Press ▼ until the screen display includes PHONE SETTINGS.
3. Press ENTER. The screen display includes EXTENSION NO.
4. Press ▼ until the screen display includes TONE/PULSE and the current setting.
5. Press ◄ or ► to toggle between Tone and Pulse.
6. When the correct setting is shown, press ▼ to save your choice. The screen display includes HOLD REMINDER.
7. Proceed to **step 5** below to set the next feature (hold reminder).
   **—OR—**
   Press and hold ENTER to return to the idle screen.

**NOTE:** You can exit feature setup and return to the idle screen any time. Simply press and hold ENTER.

## Turn hold reminder on or off



1. Press ENTER to begin feature setup.
2. Press ▼ until the screen display includes PHONE SETTINGS.
3. Press ENTER. The screen display includes EXTENSION NO.
4. Press ▼ until the screen display includes HOLD REMINDER and the current setting.
5. Press ◄ or ► to toggle between On and Off.
6. When the correct setting is shown, press ▼ to save your choice. The screen display includes MAIN MENU.
7. Press and hold ENTER to return to the idle screen.

**NOTE:** You can exit feature setup and return to the idle screen any time. Simply press and hold ENTER.

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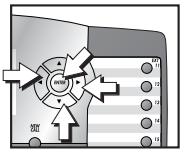
## Set the time and date



1. Press [ENTER] to begin feature setup.
2. Press ▼ until the screen display includes TIME/DATE.
3. Press [ENTER]. The screen display includes HOUR and the current hour setting.
4. Press ◀ or ▶ until the correct hour is shown.
5. Press ▼ to save the hour setting. The screen display includes MINUTE and the current minute setting.
6. Press ◀ or ▶ until the correct minute is shown.
7. Press ▼ to save the minute setting. The screen display includes AM/PM and the current setting.
8. Press ◀ or ▶ to toggle between AM and PM.
9. Press ▼ to save the AM/PM setting. The screen display includes MONTH and the number of the current month setting.
10. Press ◀ or ▶ until the number of the correct month is shown.
11. Press ▼ to save the correct month setting. The screen display includes DATE and the current day of the month setting.
12. Press ◀ or ▶ until the correct day of the month is shown.
13. Press ▼ to save the day of the month. The screen display includes DAY OF WEEK and the current setting.
14. Press ◀ or ▶ until the correct day of the week is shown.
15. Press ▼ to save the time/date setting. The screen display includes MAIN MENU.
16. Press and hold [ENTER] to return to the idle screen.

**NOTE:** In setting the 29th day of February (which runs every four years), you can first set the month and day to either Jan 29 or Mar 29, DO NOT switch the date item, and then ONLY change the month to Feb. The LCD on the base unit will show Feb 29 after setting.

**NOTE:** You can exit feature setup and return to the idle screen any time. Simply press and hold [ENTER].

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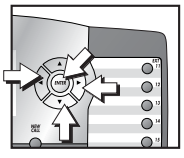
## Turn line usage on or off for each line

If you are not using all four phone lines at this extension, you need to turn off line usage for the unused lines. If you expand to a second, third or fourth line, turn line usage back on. Line 1 must be turned on for the intercom to work.

**NOTE:** You may use any combination of lines. Lines used do not need to be in order. For example, line usage can be turned on for lines 1 and 3 and turned off for lines 2 and 4.

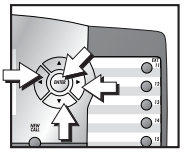


You may also restrict the use of certain lines on this phone to intercom and paging only, by turning off line usage for each line you want restricted. When line usage is turned off, that line cannot be used to answer incoming calls or to make outgoing or transfer calls.

1. Press ENTER to begin feature setup.
2. Press ▼ until the screen display includes SPECIAL OPTIONS.
3. Press ENTER. The screen display includes LINE USAGE.
4. Press ENTER. The screen display includes L1 USAGE and the current setting for this line.
5. Press ◄ or ► to toggle between On and Off for the line shown.
6. Press ▼ to save the current setting for this line and move to the next line with its current line usage setting.
7. Repeat **steps 5** and **6** to set line usage for other lines at this extension.
8. When you are finished setting line usage, press ▼ until the screen display includes DONE.
9. Press ENTER. The screen display includes LINE USAGE.
10. Proceed to **step 4** on page 32 to set up the next feature (prime line).
    **—OR—**
    Press and hold ENTER to return to the idle screen.

**NOTE:** You can exit feature setup and return to the idle screen any time. Simply press and hold ENTER.

## Assign the prime line (line preference)



1. Press ENTER to begin feature setup.
2. Press ▼ until the screen display includes SPECIAL OPTIONS.
3. Press ENTER. The screen display includes LINE USAGE.
4. Press ▼ until the screen display includes PRIME LINE and the current setting.
5. Press ◄ or ► to scroll through the line choices (Line 1 ... Line 4).
6. When the line you wish to set as prime is displayed, press ▼ to save your choice. The screen display includes AUTOMATIC MODE.
7. Proceed to **step 5** on page 33 to set the next feature (automatic mode).

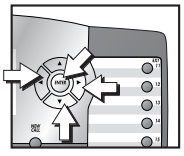
   **—OR—**

   Press and hold ENTER to return to the idle screen.

**NOTE:** You can exit feature setup and return to the idle screen any time. Simply press and hold ENTER.

## Set automatic mode

Choose the mode (headset or speakerphone) to be used automatically when you press a LINE button with the handset in the base unit.

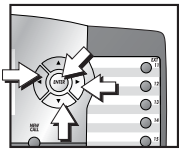


1. Press ENTER to begin feature setup.
2. Press ▼ until the screen display includes SPECIAL OPTIONS.
3. Press ENTER. The screen display includes LINE USAGE.
4. Press ▼ until the screen display includes AUTOMATIC MODE and the current setting.
5. Press ◀ or ▶ to toggle between Speakerphone and Headset.
6. When the desired mode is displayed, press ▼ to save your choice. The screen display includes SCROLL RATE.
7. Proceed to **step 5** on page 34 to set the next feature (scroll rate).
   **—OR—**
   Press and hold ENTER to return to the idle screen.

**NOTE:** You can exit feature setup and return to the idle screen any time. Simply press and hold ENTER.

## Set the scroll rate

You can choose the speed for the rapid scroll feature. (See **Rapid scroll** on page 22 for details.)



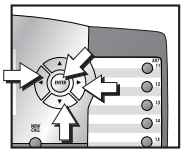
1. Press ENTER to begin feature setup.
2. Press ▼ until the screen display includes SPECIAL OPTIONS.
3. Press ENTER. The screen display includes LINE USAGE.
4. Press ▼ until the screen display includes SCROLL RATE and the current setting.
5. Press ◄ or ► to change the setting (Very Slow, Slow, Medium, Fast, or Very Fast).
6. When the correct scroll rate is shown, press ▼ to save your choice. The screen display includes LCD BACKLIGHT.
7. Proceed to **step 5** on page 35 to set the next feature (LCD backlight).

   **—OR—**

   Press and hold ENTER to return to the idle screen.

**NOTE:** You can exit feature setup and return to the idle screen any time. Simply press and hold ENTER.

## Turn screen backlight on or off

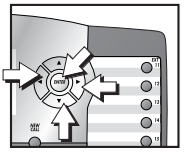


1. Press [ENTER] to begin feature setup.
2. Press ▼ until the screen display includes SPECIAL OPTIONS.
3. Press [ENTER]. The screen display includes LINE USAGE.
4. Press ▼ until the screen display includes LCD BACKLIGHT and the current setting.
5. Press ◄ or ► to toggle between On and Off.
6. When the correct setting is shown, press ▼ to save your choice. The screen display includes COVM ON/OFF.
7. Proceed to **step 5** on page 36 to set the next feature (COVM on/off).
   **—OR—**
   Press and hold [ENTER] to return to the idle screen.

**NOTE:** You can exit feature setup and return to the idle screen any time. Simply press and hold [ENTER].

## Turn COVM indicators on or off for each line

If you subscribe to voice mail service with your local telephone service provider, turn the COVM indicator on to have the screen displayed the appropriate line numbers when there are messages waiting. If you do not subscribe to voice mail service, turn the COVM indicators off for each line.



1. Press ENTER to begin feature setup.
2. Press ▼ until the screen display includes SPECIAL OPTIONS.
3. Press ENTER. The screen display includes LINE USAGE.
4. Press ▼ until the screen display includes COVM ON/OFF.
5. Press ENTER. The screen display includes L1 COVM ON/OFF and the current setting.
6. Press ◀ or ▶ to toggle between On and Off for the line shown.
7. When the correct setting is shown, press ▼ to save your choice. The screen display includes COVM ON/OFF for the next line and the current setting.
8. Repeat **steps 6** and **7** to turn the COVM indicator on or off for other lines at this extension.
9. When you are finished setting the COVM indicators, press ▼ until the screen display includes DONE.
10. Press ENTER. The screen display includes COVM ON/OFF.
11. Press ▼ until the screen display includes COVM RESET, then proceed to **step 5** on page 37 to clear the COVM indicators.

    **—OR—**

    Press and hold ENTER to return to the idle screen.

**NOTE:** You can exit feature setup and return to the idle screen any time. Simply press and hold ENTER.

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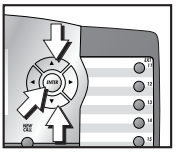
## Reset COVM indicator

If a COVM indicator remains on when there are no messages on that line, you may have received a false signal from your local telephone service provider. You can clear the indicator manually.



1. Press ENTER to begin feature setup.
2. Press ▼ until the screen display includes SPECIAL OPTIONS.
3. Press ENTER. The screen display includes LINE USAGE.
4. Press ▼ until the screen display includes COVM RESET.
5. Press ENTER. The screen display includes L1 COVM RESET.
6. Press ▲ or ▼ to scroll through the COVM reset menu (L1 COVM RESET ... L4 COVM RESET, or ALL COVM RESET and DONE).
7. When the line you want to reset is displayed, press ENTER to remove the message waiting indicator. You can clear all the lines at once by choosing ALL COVM RESET. The screen display includes Reset!.
8. Press ▼ until the screen display includes DONE.
9. Press ENTER. The screen display includes COVM RESET.
10. Press ▼ until the screen display includes AREA CODES, then proceed to **step 5** on page 38 to program the home or local area codes.

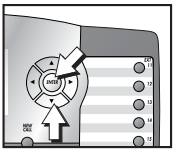
**—OR—**

Press and hold ENTER to return to the idle screen.

**NOTE:** You can exit feature setup and return to the idle screen any time. Simply press and hold ENTER.

## Program home and local area codes

You can program this phone to recognize one home and up to five local area codes. See **home area code** and **local area code** on page 6 for definitions.



1. Press ENTER to begin feature setup.
2. Press ▼ until the screen display includes SPECIAL OPTIONS.
3. Press ENTER. The screen display includes LINE USAGE.
4. Press ▼ until the screen display includes AREA CODES.
5. Press ENTER. The screen display includes HOME AC and the current setting.
6. Use the dial pad keys to enter your home area code, then press ▼. The screen display includes LOCAL AC1 and the current setting.

   If you need to enter any local area codes, use the dial pad keys and then press ▼ to scroll to the next screen (LOCAL AC2, LOCAL AC3, LOCAL AC4, and LOCAL AC5).

**NOTE:** If you must dial the area code to place calls within your own area code, enter **000** for the home area code and enter your area code as a local area code.

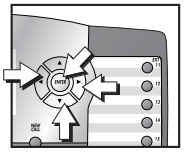
7. When you are finished entering all of the area codes you need to program, press ▼ until the screen display includes DONE.
8. Press ENTER. The screen display includes AREA CODES.
9. Press ▼ until the screen display includes LINE GROUP, then proceed to **step 5** on page 39 to assign the line group.

   **—OR—**

   Press and hold ENTER to return to the idle screen.

**NOTE:** You can exit feature setup and return to the idle screen any time. Simply press and hold ENTER.

## Assign the line group for this phone



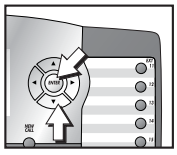
1. Press ENTER to begin feature setup.
2. Press ▼ until the screen display includes SPECIAL OPTIONS.
3. Press ENTER. The screen display includes LINE USAGE.
4. Press ▼ until the screen display includes LINE GROUP and the current setting.
5. Press ▶ or ◀ to scroll through the line group choices (Line 04 ... Line15, or PRV).
6. When the line group you want is shown, press ▼ to save your choice. The screen display includes RESET ALL.
7. Proceed to **step 5** on page 40 to reset all feature settings to default values.

   **—OR—**

   Press and hold ENTER to return to the idle screen.

**NOTE:** You can exit feature setup and return to the idle screen any time. Simply press and hold ENTER.

## Erase all settings and return the phone to default settings



If you reset all features to the default settings, all previous feature programming and one touch entries will be erased. You will need to program your preferences for every feature again and re-enter numbers in one touch locations. You cannot undo the RESET ALL command.

1. Press ENTER to begin feature setup.
2. Press ▼ until the screen display includes SPECIAL OPTIONS.
3. Press ENTER. The screen display includes LINE USAGE.
4. Press ▼ until the screen display includes RESET ALL.
5. Press ENTER. The screen display includes ENTER:Reset all?.
6. Press ENTER to confirm the command. The screen displays Reset!. A tone sounds and the screen returns to showing RESET ALL.
7. Press and hold ENTER to return to the idle screen.

**NOTE:** You can exit feature setup and return to the idle screen any time. Simply press and hold ENTER.

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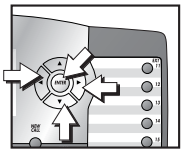
**You will need to program the next two features if this phone is the designated console phone for your Centrex system.**

## Set this phone to be the Centrex console phone

**NOTE:** This feature is for use with Centrex systems only.



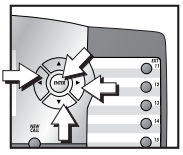
1. Press ENTER to begin feature setup.
2. Press ▼ until the screen display includes CENTREX.
3. Press ENTER. The screen display includes CONSOLE and the current setting.
4. Press ◀ or ▶ to toggle between On and Off.
5. Press ▼ to save your choice. The screen display includes CSL DELAY RING.
6. Proceed to **step 5** of **Set the Centrex console delayed ring time** on page 42 to change the next feature (console delayed ring).
   **—OR—**
   Press and hold ENTER to return to the idle screen.

**NOTE:** You can exit feature setup and return to the idle screen any time. Simply press and hold ENTER.

## Set the Centrex console delayed ring time

**NOTE:** This feature is for use with Centrex systems only.

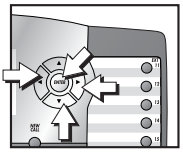
Set the length of time the phone will route your calls to the Centrex console phone. One ring is about six seconds.



1. Press ENTER to begin feature setup.
2. Press ▼ until the screen display includes CENTREX.
3. Press ENTER. The screen display includes CONSOLE.
4. Press ▼ until the screen display includes CSL DELAY RING and the current setting.
5. Press ◀ or ▶ to scroll through the choices (Off, 02 sec ... 30 sec).
6. Press ▼ to save your choice. The screen display includes MAIN MENU.
7. Press and hold ENTER to return to the idle screen.

**NOTE:** You can exit feature setup and return to the idle screen any time. Simply press and hold ENTER.

## Set the display language



1. Press ENTER to begin feature setup.
2. Press ▼ until the screen display includes LANGUAGE and the current setting.
3. Press ◀ or ▶ to scroll through the language choices (English, Espanol, or Français). When the language you want to use is displayed, press ▼ to save your choice. The screen display includes EXIT.
4. Press ENTER to return to the idle screen.

**NOTE:** You can exit feature setup and return to the idle screen any time. Simply press and hold ENTER.

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# Telephone operation

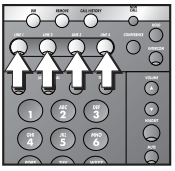
**NOTE:** This phone comes programmed to use line 1 (default prime line) for calls if you do not press a LINE button. (To change the prime line, see **Assign the prime line** on page 32 of this manual.) When you answer a call, the phone automatically selects the ringing line.



## Make or answer a call

**NOTE:** This phone will automatically make and answer calls in the mode (speakerphone or headset) you programmed (see **Set automatic mode** on page 33). Follow the directions below to choose a mode manually. If the phone is in use on one line, any other calls made or answered will use the same mode already in use.

**NOTE:** If you dial a phone number longer than 15 digits, the screen will display only the last 13 digits.

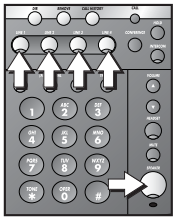


### Handset

**To make a call,** lift the handset and dial the call.

**To answer a call,** lift the handset. Replace the handset to end the call.

**To override automatic line selection,** press the **LINE** button for the line you wish to select, then lift the handset.



### Speakerphone

**To make a call,** press and release the desired **LINE** button or SPEAKER. The SPEAKER light goes on. Wait for a dial tone, then dial the call. Press SPEAKER to end the call.

**To answer a call,** press SPEAKER or press the **LINE** button of the incoming call. Press SPEAKER again to end the call.

**NOTE:** If headset is programmed as the default mode (see **Set automatic mode** on page 33), you must press SPEAKER to activate the speakerphone.

continued on page 44

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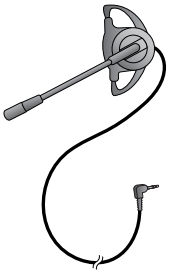
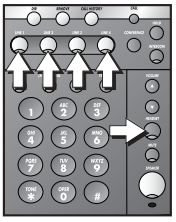
**Make or answer a call**
continued from page 43

## Headset



You can use this phone hands-free when you install any industry standard two-band 2.5mm headset or other compatible, electronically isolated headset. The headsets must be purchased separately. Handsets are available by calling Customer Service at **1 (800) 222–3111**. For best results, use an AT&T two-band 2.5mm headset.

Make sure the headset is plugged into the headset jack. You will hear a double-beep if you press HEADSET when the headset is not plugged in.



**NOTE:** If headset is programmed as the default mode, (see **Set automatic mode** on page 33) but the headset is not plugged in, the phone will switch to speakerphone.

**To make a call,** press and release HEADSET or press the desired **LINE** button and then press HEADSET. The **HEADSET** light turns on. Wait for a dial tone, then dial the call. Press HEADSET to end the call.

**To answer a call,** press HEADSET. Press HEADSET again to end the call.

**NOTE:** If speakerphone is programmed as the default mode (See **Set automatic mode** on page 33), you must press HEADSET to activate the headset.

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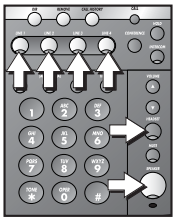
## Switch between handset, headset and speakerphone



**To switch from handset to headset or speakerphone,** press HEADSET or SPEAKER, then replace the handset. (In order to use the headset, it must be plugged in.)

**To switch from speakerphone to handset,** lift the handset. (Do not press SPEAKER or the call will be disconnected.)

**To switch from headset to handset when the handset is in the base unit**, lift the handset.

**To switch from headset to handset when the handset is off-hook**, press HEADSET again.

**To switch from headset to speakerphone**, press SPEAKER.

**To switch from speakerphone to headset,** insert the headset plug into the jack, and press HEADSET.

**To override automatic line selection,** press and release a **LINE** button. This activates the speakerphone or headset, whichever is programmed as the default mode.

## Timer

When you make or answer a call, the timer automatically starts. The screen displays the elapsed time in minutes and seconds for the first hour (up to 59:59) and then begins again. The timer stops automatically when you hang up and the recorded time is displayed for about 10 seconds. The timer also stops when you place a call on hold and resets to 00:00 when you release hold.

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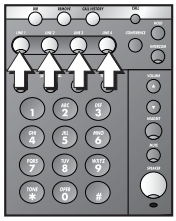
## Call privacy

To ensure call privacy, this phone allows only one set at a time to use a line.



### Cancel call privacy

During the call, press the **LINE** button for the call. You'll hear a short beep. Others can now join the call.

### Restore call privacy

Press the **LINE** button again during the call. You'll hear a double-beep. The other phones will be dropped from the call.

**NOTE:** Call privacy is automatically restored when you end the call.

**NOTE:** When a non-system phone answers a call, any other system phone can pick up the call by pressing the **LINE** button. Once a system phone picks up the call, call privacy is activated and no other system phones can listen to the call unless call privacy is canceled, but non-system phones which share that line can still join the call.

## Do not disturb

When you activate do not disturb (DND), you will not hear paging tones, voice paging, or incoming call rings. Instead, the **LINE** light flashes and the **INTERCOM** light goes on to signal an incoming call or page. If you receive an intercom call, the **INTERCOM** light flashes, and the number of the intercom extension calling you appears on the display.

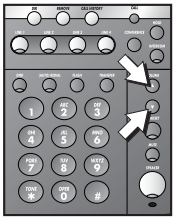
1. Press DND to prevent interruptions. The DND light goes on and the screen display includes DND.
2. Press DND again to resume normal call alerts. The DND light goes off and the screen no longer shows DND.

When this feature is activated, callers from within your phone system will hear long beeps.

# Volume

## Handset/speakerphone/headset volume control

When you are on a call, press **VOLUME** ▲ to increase call volume. Press **VOLUME** ▼ to decrease volume. You will hear a beep when you reach the minimum or maximum level.



## Ringer volume

When the phone is ringing, press VOLUME ▲ or VOLUME ▼ to adjust the ringer volume. This phone has four ringer volume levels. As you adjust the ringer, you will hear the ring change.

## Turning ringer off

You may turn the ringer on or off for each line. For detailed instructions, see **Turn the ringer on/off for each line** on page 25.

# Redial

The last number dialed from this extension (up to 32 digits) is stored in redial memory until you dial another number.

## Handset

To dial the same number again, lift the handset, listen for the dial tone, then press (AUTO) REDIAL.

## Speakerphone or headset

To dial the same number again, press a **LINE** button, then press (AUTO) REDIAL. The phone automatically dials the last number.

**NOTE:** You must go off hook (lift handset or press a LINE button for speakerphone or headset) before you press (AUTO) REDIAL. If you press (AUTO) REDIAL without going off hook, the screen displays the redial memory stack. (See **Redial stack** on page 48.)

**NOTE:** You will experience a one-second delay before the call is dialed when using the redial feature. This is normal.

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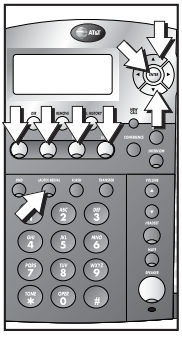
## Redial stack

The last six numbers dialed from this extension are automatically stored in the redial memory stack. You can review the numbers in the redial memory and dial one if you wish.

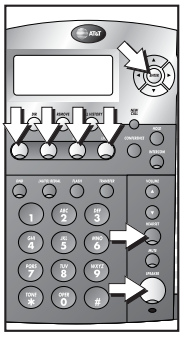


1. When the phone is not on a call, press (AUTO) REDIAL.
2. Press ▲ or ▼ to scroll through the last six numbers dialed at this extension.
3. When the number you want to call is displayed, press ENTER or a **LINE** button. The call is dialed automatically using the mode (headset or speakerphone) you programmed as the automatic mode. (See **Set automatic mode** on page 33.)

**NOTE:** If you do not place a call within 30 seconds, the screen returns to idle.

## Auto redial

This phone can automatically redial a number every 60 seconds up to ten times, or until the other line rings or you cancel auto redial. When the phone automatically redials the number, it always uses the line you originally used to dial the call.

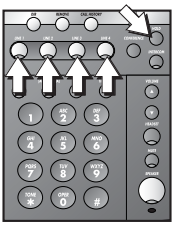


1. Follow the instructions under **Redial stack** above to find the number you want to call.
2. Press a LINE button.
   **—OR—**
   Press ENTER. The phone will dial the call.
3. When the other line rings or the other party answers, lift the handset.
   **—OR—**
   Press SPEAKER.
   **—OR—**
   Press HEADSET and speak with the other party.

**NOTE:** You will hear a double-beep if you press HEADSET when the headset is not plugged in.

To cancel **auto redial**, press any button except VOLUME ▲ or VOLUME ▼.

## Hold



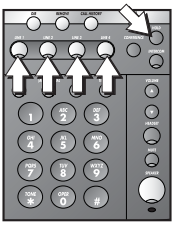
While on a call, press and release HOLD. The **LINE** light for the line on hold flashes slowly in green, and a double-beep sounds every 30 seconds to remind you the call is on hold. (To turn off the reminder beep, see **Turn hold reminder on or off** on page 29.) If you were using the handset, you can replace the handset in the base unit without disconnecting the call. If you were using the speakerphone, the speakerphone is automatically turned off when you press HOLD.

To release hold, press and release the **LINE** button of the call on hold.

**NOTE:** The phone automatically disconnects a call on hold after 20 minutes. To keep a call on hold longer than 20 minutes, release hold before 20 minutes and then place the call on hold again.

**NOTE:** You cannot put an intercom call on hold.

**NOTE:** If a line is in use, pressing INTERCOM will place the line on hold and activate the intercom.

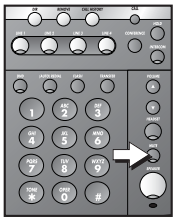


## Switch between lines

1. Press and release HOLD to keep a call on the first line.
2. Press and release the LINE button of another line to make or answer another call.

**NOTE:** If you switch lines without pressing HOLD first, you will drop the call.

## Mute



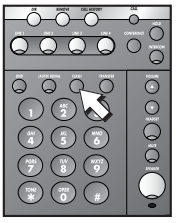
Mute allows you to hear the other party, but the other party can't hear you.

**To activate this feature,** press and release MUTE. The **MUTE** light goes on.

**To return to the conversation,** press and release MUTE again.

**NOTE:** Switching from handset to speakerphone or headset, or from speakerphone or headset to handset, changing lines, and putting a call on hold also cancel mute.

## Flash



Use FLASH instead of the switchhook to activate telephone company subscriber services such as **call waiting** or **three-way calling.**

## Temporary tone dialing

If you have dial pulse (rotary) service, you can change from dial pulse to touch tone dialing during a call by pressing *TONE.

1. Dial the number.
2. Press and release *TONE. Buttons pressed after this send touch tone signals.
3. After you hang up, the phone automatically returns to pulse service.

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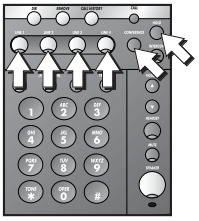
## Conference calls

This feature lets you set up a three-party call by using two lines at the same time. You can also join an intercom call with a call on an outside line. The outside line call must be established first because an intercom call cannot be placed on hold.



1. Make or answer a call.
2. Press and release HOLD.
3. Call someone on another line.
4. When this call is answered, press CONFERENCE. The three-party conference begins immediately.
5. To end a conference call, hang up. All parties will disconnect.

**To talk privately with one party:**

1. Press HOLD to place both lines on hold.
2. Press a **LINE** button to talk privately with the person on that line.
3. Press CONFERENCE to resume the conference call.

**NOTE:** An intercom call cannot be placed on hold. If one party is on the intercom, that party will be dropped from the call if you press HOLD.

**To drop one line:**
Press the **LINE** button of the party you want to keep. The other line will be dropped.

**NOTE:** Occasionally, the far-end parties on a conference call might not hear one another.

**NOTE:** If you are experiencing difficulty in using the conference features on this phone, please consider using AT&T's complete line of teleconference services to find a solution that best meets your needs. AT&T TeleConference Services reduces travel time and expense while increasing productivity wherever people are located allowing you to host truly virtual meetings and share important information real time. To sign up for AT&T TeleConference Services, go to: **www.att.com/orderconference** for details.

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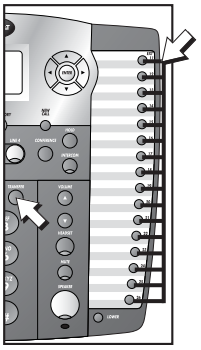
## Transfer a call

You can transfer a call you answer to any other system phone. Once you transfer a call, it can be picked up at any other system phone, not just at the extension you called. For information about using the display screen menus, see Menu operation beginning on page 20.

**NOTE:** If a transferred call is not picked up within 20 minutes, the phone will automatically disconnect the call.

### Blind transfer

While on a call:



1. Press TRANSFER. The screen display is similar to:

This extension

```
12:08 PM   12/26
EXT 11
Transfer
```

2. Press the EXT button for the extension where you're transferring the call.

   **—OR—**

   Dial the extension number where you're transferring the call. The screen display is similar to:

Extension called

```
12:08 PM   12/26
EXT 11
Transfer 12
```

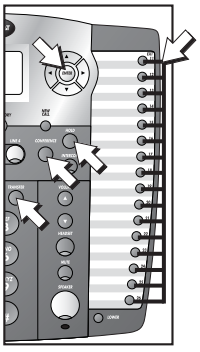
3. Hang up.

Your phone reminds you with a double-beep every 30 seconds when a transferred call has not been answered.

**NOTE:** If you do not dial an extension within 10 seconds, the transfer is automatically canceled.

### Transfer a call and speak to the receiving party

While on a call:



1. Press HOLD.
2. Press INTERCOM. The screen display is similar to:

This extension

```
12:08 PM   12/26
EXT 11
INTERCOM TO_
PAGE
```

3. Press ENTER. The screen display is similar to:

```
12:08 PM   12/26
EXT 11
Paging
PAGE
```

4. Press the EXT button for the extension where you're transferring the call. The screen display is similar to:

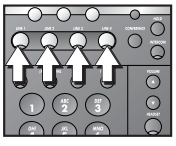
Extension called

```
12:08 PM   12/26
EXT 11
PAGE 12
```

When the other party answers, you can announce the call.

5. Press TRANSFER, then press the EXT button for the extension where you're transferring the call.
6. Hang up.

**NOTE:** If you do not dial an extension within 10 seconds, the transfer is automatically canceled.



### Answer a transferred call

When you hear a long transfer ring, pick up the handset or press the **LINE** button of the call to use the speakerphone or headset.

## Low battery indicator

The screen displays LOW BATT when the battery needs to be replaced, or when no battery is installed.

## Lights and what they mean

| Light: | Status: | Means: |
|---|---|---|
| **LINE** | On steadily, green | This line is in use at this extension. |
| | On steadily, red | This line is in use at another extension. |
| | Flashing slowly, green | This line is on hold at this extension. |
| | Flashing slowly, red | This line is on hold at another extension. |
| | Flashing quickly, green | This line is ringing.<br>**—OR—**<br>You are transferring a call from this extension. |
| | Triple flash, red | A call on this line is being transferred at another extension. |
| **INTERCOM** | Flashing slowly | This intercom is in use at another extension. |
| | Flashing quickly | You have an incoming intercom call. |
| | On steadily | You are on an intercom call. |
| **MUTE** | On | This phone is muted. |
| **SPEAKER** | On | You are on a speakerphone call. |
| | Flashing slowly | This phone is dialing an auto redial call. |
| **HEADSET** | On | You are on a headset call. |
| **DND** | On | Do not disturb is turned on. |
| **(AUTO)REDIAL** | On steadily | The phone is waiting to redial an auto redial call. |
| | Flashing slowly | This phone is dialing an auto redial call. |

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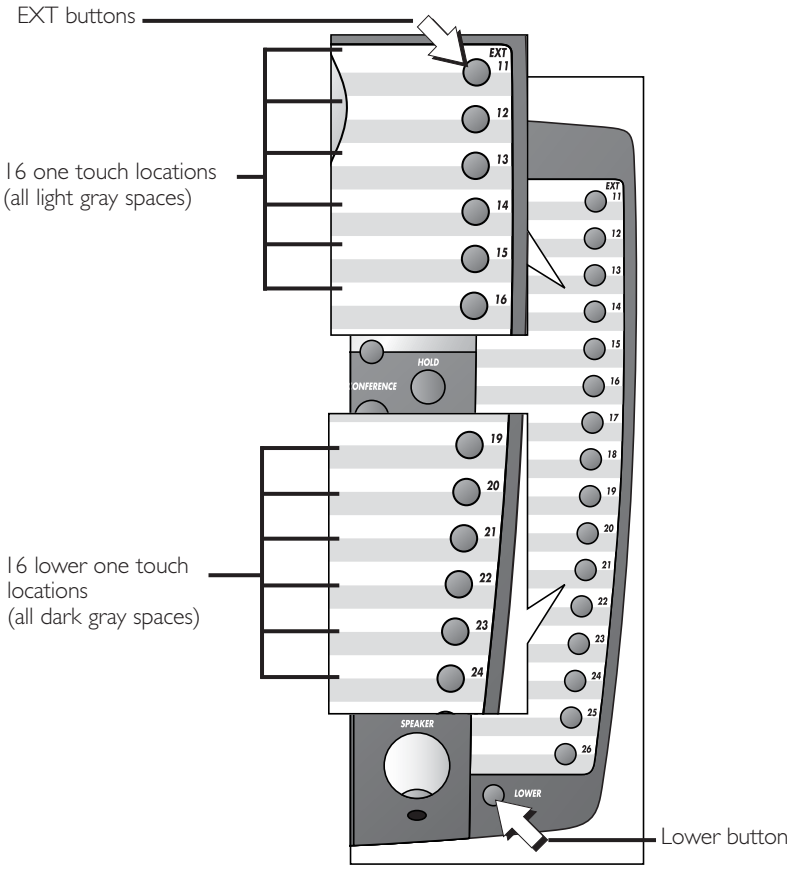
# One touch operation

This telephone has 32 one touch locations where you can store phone numbers you wish to dial using fewer keys than usual. You can store up to 24 digits in each location. The steps used to dial numbers stored in one touch locations vary according to how you programmed the one touch preference. See **Set one touch preference** on page 23 and **Dial a one touch number** on page 59 for more details.

The first 16 locations can be accessed using only the EXT buttons. To access the remaining 16 locations, press LOWER and then the EXT button for the desired location.

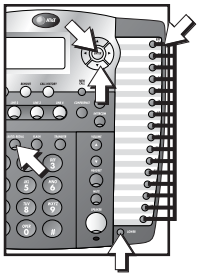
**NOTE:** The EXT buttons are also used to place intercom calls. See Intercom operation beginning on page 67 for details.

You may wish to write the names or telephone numbers of one touch entries on the directory card, using the light gray spaces for the first 16 locations and the dark gray spaces for the second 16 locations.



## Store a number in a one touch location

For information about using the display screen menus, see Menu operation on page 20.



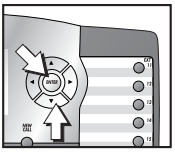
1. Press ENTER to enter the feature menu. The screen displays ONE TOUCH.
2. Press ENTER. The screen display includes PREFERENCE and the current setting.
3. Press ▼ until the screen display includes PROGRAM.
4. Press ENTER. The screen display includes Enter Number.
5. Enter the phone number using the dial pad keys.
   **—OR—**
   Press (AUTO) REDIAL to copy the last number dialed from this extension to this location.
   The screen will show the number as you enter it. You can press ◄ to backspace.
6. When you are finished entering the number, choose a one touch location:
   Press the EXT button.
   **—OR—**
   Press LOWER, then press the EXT button.
   The screen displays the number entered and Stored!.

**NOTE:** Only the last number dialed from this extension can be copied to a one touch location. The other numbers in the redial stack cannot be copied.

**NOTE:** You can exit storing a number at any time. Press ▼ until the screen shows CANCEL, then press ENTER.
**—OR—**
Press and hold ENTER.

### Store a pause in a one touch entry

You can include a pause while storing a dialing sequence which requires one during actual dialing.



While you are entering the number to be stored, the screen display includes PAUSE.

Press ENTER where you want to store a pause. Each pause counts as one digit. Continue storing the number as usual.

### Store temporary touch tone signals in a one touch entry

If you have dial pulse (rotary) service, you can store a dialing sequence which includes the touch tone signals required for some special services.

While you are entering the number to be stored, the screen display includes PAUSE.

When you want to begin storing temporary tone signals, press ▼ until the screen display includes TONE, then press ENTER. All numbers you enter after this will send touch tone signals during dialing.

### Store a flash in a one touch entry

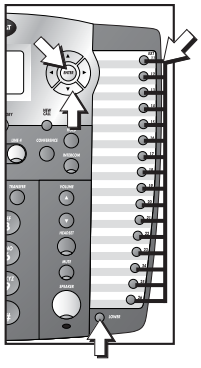
You can store the flash signal required by some special services as part of a dialing sequence.

While you are entering the number to be stored, the screen display includes PAUSE.

When you want to enter a flash signal, press ▼ until the screen display includes FLASH, then press ENTER. Continue storing the number as usual.

## Review a one touch entry

For more information using the display screen menus, see Menu operation on page 20.



1. Press [ENTER] to enter the feature menu. The screen display includes ONE TOUCH.
2. Press [ENTER]. The screen display includes PREFERENCE.
3. Press ▼ until the screen display includes VIEW.
4. Press [ENTER].
5. Press the EXT button.

   **—OR—**

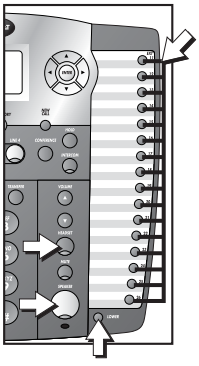
   Press [LOWER], then the EXT button for the entry you want to review.

   The screen displays the number stored in that location. If there is no number stored in this location, the screen display includes <empty>.
6. Press and hold [ENTER] to return to the idle screen.

**NOTE:** You can exit one touch review at any time. Simply press and hold [ENTER].

## Dial a one touch number

This phone comes with One touch preference programmed to INTERCOM. These instructions apply only if you have not changed One touch preference.



**NOTE:** To change One touch preference, see **Set one touch preference** on page 23 of this manual.

### If One touch preference is set to INTERCOM:

1. Lift the handset.
   **—OR—**
   Press [SPEAKER].
   **—OR—**
   Press [HEADSET] and listen for the dial tone.
2. Press the EXT button.
   **—OR—**
   Press [LOWER], then press the EXT button for the number you want to call.
   The screen displays the number as it is dialed.

### If One touch preference is set to TELEPHONE,

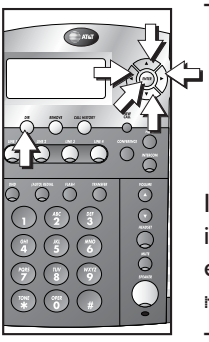
you do not need to go off hook and listen for a dial tone before you dial a one touch number. You can simply:

1. Press the EXT button.
   **—OR—**
   Press [LOWER], then press the EXT button for the number you want to call.
   The screen displays the number as it is dialed using the speakerphone or headset as programmed for automatic mode. (See **Set automatic mode** on page 33.)

# Directory operation



This 974 telephone can store up to 200 names and phone numbers in the directory. Names can be up to 16 characters long and numbers can be 24 digits long. Because directory entries are stored in alphabetical order, you may wish to enter names with the last name first in order to maintain consistency with the information stored automatically through the caller ID function of this system.



To enter directory mode, press DIR. The screen displays:

```
DIRECTORY

VIEW ENTRIES    ▼
```

If there are already 200 stored entries, the screen display includes `DIRECTORY FULL!`. If you try to view directory entries when there are no entries, the screen displays `no entries`.

To work with the directory, press ENTER. The screen displays menu choices on the bottom line.

To exit directory mode at any time, press DIR.

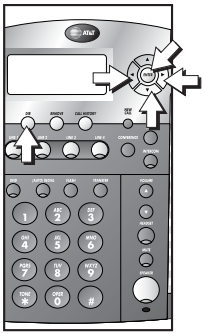
## Menu structure

Use the navigation buttons (◀, ▶, ▲, ▼, ENTER) to move through menu operations. See Menu operation on page 20 for information about moving through menus in the screen display.

The menu structure for the directory is shown below.

- VIEW ENTRIES
  - DIAL
  - EDIT NAME
    - DONE
    - CANCEL
  - EDIT NUMBER
    - DONE
    - PAUSE
    - TONE
    - FLASH
    - CANCEL
  - MAIN MENU
- ADD ENTRY
  - ENTER NUMBER
    - DONE
    - PAUSE
    - TONE
    - FLASH
    - CANCEL

## Store a name and number in the directory



1. Press DIR to begin working with the directory.
2. Press ▼ until the screen display includes ADD ENTRY.
3. Press ENTER. The screen display includes <ENTER NAME>.
4. Use the dial pad keys and the chart below to enter the letters, digits or symbols you wish to store. Press the key repeatedly until the character you want is shown on the screen. For example, press 2 once for A, twice for B, three times for C, and four times for 2. Press ▶ to move to the next character or space. Press ◀ to backspace. The name will appear on screen as you enter it.

| PRESS: | ONCE | TWICE | 3 TIMES | 4 TIMES | 5 TIMES | 6 TIMES | 7 TIMES | 8 TIMES |
|---|---|---|---|---|---|---|---|---|
| 1 | , | - | ' | & | . | ( | ) | ! |
| 2 | A | B | C | 2 | | | | |
| 3 | D | E | F | 3 | | | | |
| 4 | G | H | I | 4 | | | | |
| 5 | J | K | L | 5 | | | | |
| 6 | M | N | O | 6 | | | | |
| 7 | P | Q | R | S | 7 | | | |
| 8 | T | U | V | 8 | | | | |
| 9 | W | X | Y | Z | 9 | | | |
| * | * | | | | | | | |
| 0 | 0 | | | | | | | |
| # | # | | | | | | | |

5. When you are finished entering the name, press ENTER to move on to enter the phone number. The screen displays the name you entered and <ENTER NUMBER>.

continued on page 62

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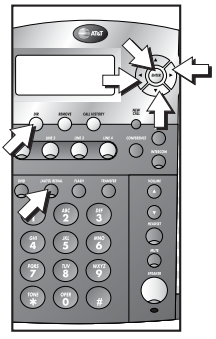
**Store a name and number in the directory**
continued from page 61



6. Use the dial pad keys to enter the phone number you wish to store.

   **—OR—**

   Press (AUTO) REDIAL to copy the last number dialed at this extension onto the screen.

   Press ▶ to move to the next character or space. Press ◀ to backspace. The number will appear on the second line of the screen as you enter it.

7. When you are finished entering the number, press ENTER to store the name and number in the directory. The screen briefly displays the name and number you stored and SAVED. Then the screen will automatically return to include ADD ENTRY.

**NOTE:** You can exit the directory at any time without storing the entry. Simply press DIR.

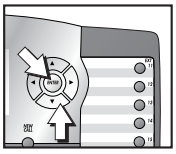
## Store a pause in a directory number

You can include a pause in a number stored in the directory. When you reach the place in the dialing sequence where you wish to enter a pause, press ▼ until the screen displays:

```
JIM
555_

PAUSE
```

Press ENTER to store a two second pause. Then continue entering the number. Each pause counts as one digit.



### Store a temporary tone signal in a directory number

If you have dial pulse (rotary) service, you can store tone signals in a directory number. When you reach the place in the dialing sequence where you wish tone dialing to begin, press ▼ until the screen displays:

```
JIM
555_

TONE
```

Press ENTER. All digits entered after this will send tone signals.

### Store a flash in a directory number

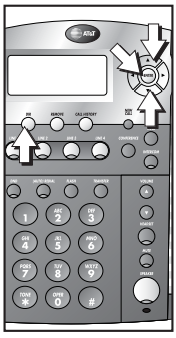
You can store the switchhook flash needed to access some custom-calling services in a directory number. When you reach the place in the dialing sequence where you wish to enter a flash, press ▼ until the screen displays:

```
JIM
555_

FLASH
```

Press ENTER to store the flash, then continue entering the number. Each flash counts as one digit.

## Review directory entries



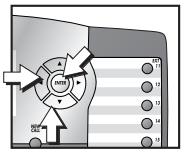
1. Press DIR to begin working with the directory.
2. Press ▲ or ▼ to scroll through the directory entries.

   **—OR—**

   Press the dial pad key for the first character of the entry you wish to review until the character you are looking for is displayed. Then press ▲ or ▼ to scroll through the entries beginning with this character. If there is no entry for the character you chose, the screen will display `No Entries for "X"` (where X refers to the displayed character).

**NOTE:** You can exit the directory at any time. Simply press DIR.

## Edit a directory entry



1. Find the directory entry you wish to change by following the directions under **Review directory entries** on page 64.
2. When the entry you want to edit is displayed, press [ENTER]. The screen display includes DIAL.
3. Press ▼ until the screen display includes EDIT NAME.
4. Press [ENTER] and start to edit the name using the dial pad keys. (See the instructions in **step 5** of **Store a name and number in the directory** on page 61 for details.)
5. When you are finished editing the name, press ▼ until the screen display includes DONE.
6. Press [ENTER] to save the new name in the directory. The screen display briefly includes SAVED!. The screen automatically returns to showing the new name you stored and the number.
7. Press [ENTER] and then press ▼ until the screen display includes EDIT NUMBER.
   **—OR—**
   Press [DIR] to save the new name and return to the idle screen without changing the number stored in this directory entry.
8. Press [ENTER] to begin editing the number using the dial pad keys. Press ◀ to backspace. The number will appear on the second line of the screen as you enter it.
9. Press [ENTER] to store the new number in the directory. The screen display briefly includes SAVED!. The screen automatically returns to showing the new name and number you stored.

**NOTE:** You can exit the directory at any time without storing the entry. Simply press [DIR].

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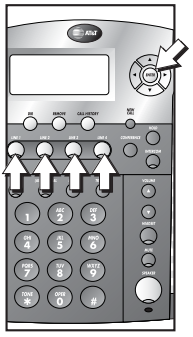
## Dial a number from the directory



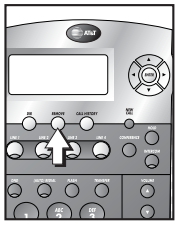
1. Find the entry for the number you wish to call by following the directions under **Review directory entries** on page 64.
2. Press ENTER. The screen display includes DIAL.
3. Press ENTER. The phone will automatically select an idle line and dial the call.

   **—OR—**

   Press the **LINE** button for the line you wish to use, then press ENTER to place the call.

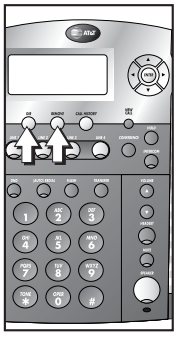
   The call will be dialed in the mode (speakerphone or headset) you programmed (see **Set automatic mode** on page 33).

## Remove a name and number from the directory



1. Find the entry for the number you wish to call by following the directions under **Review directory entries** on page 64.
2. When the entry you wish to delete is displayed, press REMOVE. The screen display includes REMOVED!. The screen automatically advances to the next directory entry.

## Remove all entries from the directory



1. Press DIR to begin working with the directory.
2. Press REMOVE. The screen display includes REMOVE:All?.
3. Press REMOVE again within three seconds to confirm the command and remove all directory entries. The screen briefly displays Removing... and then All Removed!.

   The screen automatically returns to:

```
DIRECTORY

ADD ENTRY        ⌖
```

# Intercom operation

This 974 telephone is fully compatible with any AT&T Four-Line Small Business System Speakerphone 945 or 984 units you may have installed. You can use a total of 16 945/974/984 units together as extensions in your phone system.

This 974 telephone is also compatible with any AT&T 964/955/944 phones you have previously installed. This 974 telephone is **NOT** compatible with any 843, 853, 854, 874, or 954 telephones you may have previously installed.

**NOTE:** If you have one or more 964, 955, or 944 phone(s) installed in the same phone system with this 974 telephone, you can only have 12 extensions in the phone system.

STOP Each individual phone in your telephone system **MUST** be assigned a unique extension number for the intercom feature to work. See **Assign an extension number to your phone** on page 24 for instructions.

**NOTE:** If you subscribe to DSL service, please read **DSL users** beginning on page 4 for information about minimizing problems with this phone caused by DSL signals.

This intercom features both a single-phone page and a system-wide page. A single-phone page alerts only one phone. A system-wide page alerts all system phones. Any phone with the Do not disturb (DND) feature activated will not receive a page.

An intercom call rings at the extension called with a repeating double-ring pattern.

A single-phone page automatically activates the speakerphone on the receiving phone. You can deactivate the speakerphone by lifting the handset.

**NOTE:** If a line is in use, pressing INTERCOM will place the line on hold and activate the intercom.

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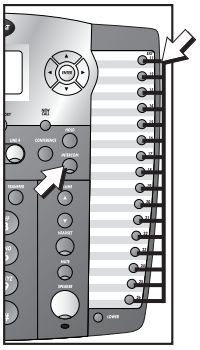
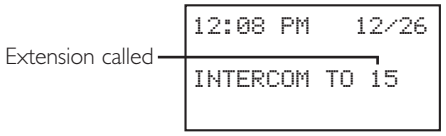
## Basic intercom operations

| Operation: | Function: |
|---|---|
| **INTERCOM** | Any two extensions connected to line 1 can ring each other. |
| **PAGE** | Lets you announce over the speaker of the phone you're calling. The person you've called can respond just by talking. |
| **PAGE ALL** | Lets you announce to all phones in the system at the same time (system-wide page). |
| **CONFERENCE** | Lets you connect another intercom call with an outside line. |

## Make an intercom call with the handset



1. If One touch preference is set to INTERCOM, skip to **step 2.**
   **—OR—**
   If One touch preference is set to TELEPHONE, press INTERCOM.
2. Press the EXT button for the party you wish to call, then lift the handset. The screen display is similar to:




If the extension you called is idle or set to Do not disturb, you will hear long beeps. If the other extension is on a call, you will hear a busy signal.

**NOTE:** The intercom call is automatically canceled if you do not press an EXT button within 10 seconds.

**NOTE:** When you direct an intercom call to one extension, any extension in the system can answer the call by pressing INTERCOM.

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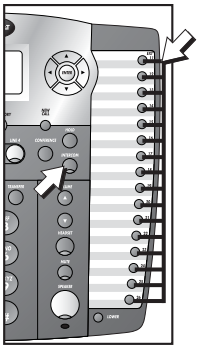
## Make an intercom call with the speakerphone or headset

With the handset in the base unit:

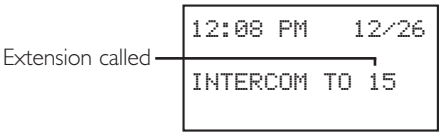


1. If One touch preference is set to INTERCOM, Skip to **step 2.**

   **—OR—**

   If One touch preference is set to TELEPHONE, press INTERCOM. The phone will automatically activate the line in the mode (headset or speakerphone) of the last call made.

2. Press the EXT button of the party you wish to reach. The screen display is similar to:




   If the extension you called is idle or set to Do not disturb, you will hear long beeps. If the other extension is busy, you will hear a busy signal.

**NOTE:** The intercom call is automatically canceled if you do not press an EXT button within 10 seconds.

**NOTE:** When you direct an intercom call to one extension, any extension in the system can answer the call by pressing INTERCOM.

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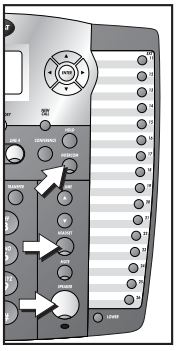
## Answer an intercom call

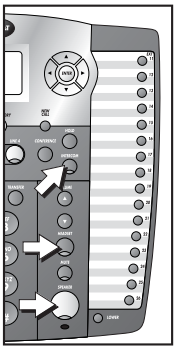
**NOTE:** An intercom call can be answered at any extension in the phone system by pressing INTERCOM.



When you receive an intercom call you will hear a repeating double-ring pattern and your screen displays INTERCOM FROM with the extension number of the caller. Answer the intercom call by lifting the handset, or by pressing INTERCOM, SPEAKER or HEADSET to take the call hands-free.

**NOTE:** If you press INTERCOM to answer the call, the phone will automatically use the mode (speakerphone or headset) you programmed as the automatic mode (see **Set automatic mode** on page 33).

## End an intercom or page call



To end the intercom or page call, press INTERCOM.
**—OR—**
Hang up or press SPEAKER or HEADSET again.

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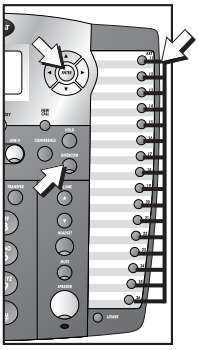
## Page a specific extension (single-phone page)



1. Press INTERCOM. The screen display is similar to:

This extension

```
12:08 PM   12/26
EXT 11
INTERCOM TO_
PAGE
```

2. Press ENTER. The screen display is similar to:

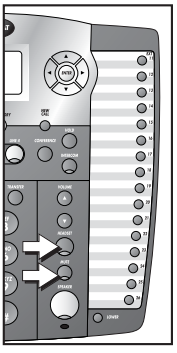
```
12:08 PM   12/26
EXT 11
Paging
PAGE
```

3. Press the EXT button for the party you wish to page. The screen display is similar to:

Extension paged

```
12:08 PM   12/26
EXT 11
PAGE 15
```

## Answer a single-phone page



### Auto-mute off

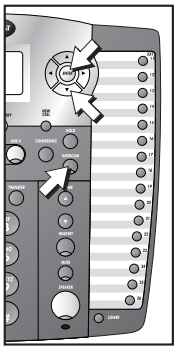
When your extension receives a page, the phone beeps and the speakerphone is automatically activated. Answer the call by simply speaking.

If you are on the headset, you can answer the page by pressing HEADSET and speaking through the headset.

### Auto-mute on

The **MUTE** light will be on. Lift the handset or press MUTE to temporarily deactivate auto-mute and answer the page.

## Page all system phones



1. Press [INTERCOM]. The screen display is similar to:

```
12:08 PM   12/26
EXT 11
INTERCOM TO_
PAGE
```

2. Press ▼ until the screen display is similar to:

```
12:08 PM   12/26
EXT 11
INTERCOM TO_
PAGE ALL
```

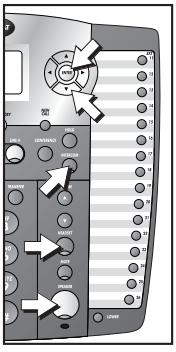
3. Press [ENTER]. The screen display is similar to:

```
12:08 PM   12/26
EXT 11
PAGE ALL
```

Once the page is answered at another extension, speak and your voice will be heard at all idle extensions in your phone system.

## Answer a system-wide page

**NOTE:** Only one extension can answer a system-wide page.



When you receive a system-wide page, your phone beeps and the screen shows the paging extension with a display similar to:

```
12:08 PM   12/26

PAGE ALL FROM 12
```

1. Press [INTERCOM] to answer the page. The screen display is similar to:

```
12:08 PM   12/26

INTERCOM FROM 12
```

2. To end, press and release [SPEAKER] or [HEADSET].

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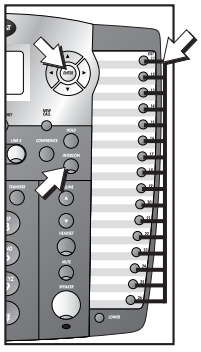
## Make an intercom conference call

A system phone on a two-way conversation using an outside line can invite a third party at an intercom extension into the conversation. Follow the directions under **Conference calls** on page 51, making sure to establish the non-intercom call first.

**NOTE:** You cannot put an intercom conference call on hold.

## Room monitor

You can activate the speaker of another phone to monitor sounds in that room. The auto-mute feature must be turned off at the phone you want to monitor. (See **Turn auto-mute on or off** on page 28 for instructions.)



1. Press INTERCOM. The screen display is similar to:

```
12:08 PM   12/26
EXT 11
INTERCOM TO_
PAGE
```

2. Press ENTER. The screen display is similar to:

```
12:08 PM   12/26
EXT 11
Paging
PAGE
```

3. Press the EXT button for the telephone you want to monitor. The screen display is similar to:

```
12:08 PM   12/26
EXT 11
PAGE 15
```

The party at the extension being monitored will hear the intercom ring as with any page call, signaling that the speakerphone has been activated.

# Caller ID operation

This telephone has a Caller ID feature that works with caller identification service provided by your local telephone company. There is a fee for this service, and it may not be available in all areas. This phone can provide information only if both you and the caller are in areas offering caller identification service, and if both telephone companies use compatible equipment.

When you use this phone with caller ID service, you can see who's calling before you answer the phone. If you subscribe to caller ID with call waiting, a **combined** service available through many local telephone companies, you can see who's trying to reach you even when you're on another call. This service may be called by different names (such as caller ID with visual call waiting) by different local telephone companies and may not be available in all areas.

**NOTE:** You must subscribe to combined caller ID with call waiting as a single service to see caller ID information for a call waiting call. Check with your telephone company for its availability.

This phone assigns each incoming call a number from 1 to 200. The most recent call will have the highest number. (For example, if two calls have been received, call number 002 is the most recent.) When the call history is full, the earliest call information is automatically deleted to make room for new incoming call information.

The format of phone numbers displayed will depend on the home and local area codes you programmed. (See **Home area code** and **Local area code** on page 6 for explanations of area codes. See **Program home and local area codes** on page 38 for programming instructions.) If the call came from within your home area code, the screen displays only the seven digit number (without an area code). If the call came from one of your local area codes, the screen displays 10 digits (area code plus the seven digit number). If the call did not come from any of the area codes you programmed, (1) phone numbers with 10 or more digits will automatically have a **1** inserted and displayed before the number and, (2) phone numbers with fewer than 10 digits will be displayed without a **1**.

## Caller ID display

When you receive incoming caller ID information, the screen display is similar to:

```
12:08PM 12/26 L2
JOHN SMITH
5550123
```

The time and date of the call, the caller's name and phone number are included in the display if sent by the caller's telephone company. The incoming line number of the call also appears on screen (L2 in the above example). Other messages may appear on screen. See **Display screen messages** on page 78 for more information.

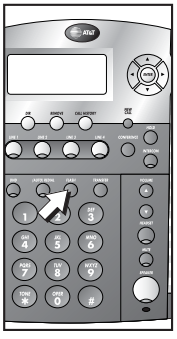
Caller ID information will appear on the screen for 30 seconds or until the caller hangs up, or when the call is answered at another extension in your phone system, or when another extension which answered the call hangs up.

If you subscribe to caller ID service, this phone automatically resets the time and date each time new call information is received. You can set the time and date yourself if you wish. (See **Set the time and date** on page 30.)

## Call waiting

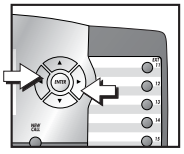
If you subscribe to caller ID with call waiting service and you receive a call waiting call, the screen displays call information for the call similar to:

```
L2 (Call Waiting)
JOHN SMITH
5550123
```



1. Press FLASH to access the call waiting call.
2. To switch back to the original call, press FLASH again.

## Calls received on two or more lines simultaneously



Your screen can display the caller ID information for only one call at a time, but you can switch between the information for two or more ringing lines by pressing ◀ or ▶.

For example, if Line 3 of the phone is ringing, the screen displays the caller ID information for Line 3:

```
12:08PM 12/26 L3
JOHN SMITH
5551234
```

If the phone begins to ring on Line 1, the screen will display the new caller's information after it is received:

```
12:08PM 12/26 L1
MARY BROWN
5550127
```

Press ◀ or ▶ to review the caller ID information for the first call and the screen displays:

```
12:08PM 12/26 L3
JOHN SMITH
5551234
```

Pressing ◀ or ▶ repeatedly will allow you to switch between all of the incoming call information. See **Display screen messages** on page 78 for information about other possible messages.

## Display screen messages

| Display: | Means: |
|---|---|
| PRIVATE NAME | The other party is blocking name information. |
| PRIVATE NUMBER | The other party is blocking telephone number information. |
| UNKNOWN NAME | Your phone company is unable to receive information about this caller's name. |
| UNKNOWN NUMBER | Your phone company is unable to receive information about this caller's number. |
| OUT OF AREA | The call information is unavailable. |

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## Message waiting and NEW CALL light

This light stays on when you have received call information but have not yet reviewed it. If you subscribe to a voice mail service, this light flashes when you have unretrieved messages waiting. The screen also displays information about the number of new calls and voice mail messages waiting.

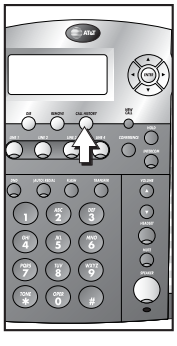
```
12:08PM  L212/26
EXT 22
CID:100/198 COVM
            1 34
```

`CID:100/198` Indicates 100 **new** caller ID messages and 198 **total** caller ID messages.

`COVM` There is voice mail "message waiting"
`1 34` information on lines 1, 3 and 4.

## Call history

### View call history summary



1. Press CALL HISTORY. The screen displays the numbers of total calls and new calls in call history:

```
CALL HISTORY
198 CALLS
115 NEW
```

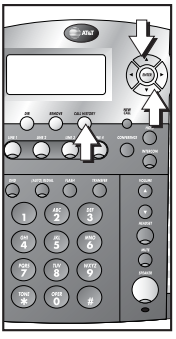
2. Press CALL HISTORY again to exit call history mode.

continued on page 80

**Call history**

continued from page 79

## Review records in call history



1. Press CALL HISTORY. The screen displays the numbers of total calls and new calls in call history:

```
CALL HISTORY
198 CALLS
115 NEW
```

2. Press ▼ to view the previous (most recent) caller's information.

   **—OR—**

   Press ▲ to view the earliest caller's information.

   The screen displays the caller information:

```
10:27AM 11/12 L3
JOHN SMITH
5550123
CL#001        NEW
```

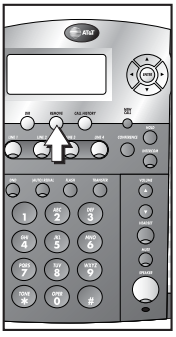
| | |
|---|---|
| 10:27AM 11/12 | Time and date of the call |
| L3 | The call came in on line 3 |
| JOHN SMITH | Caller's name |
| 5550123 | Caller's phone number |
| CL#00 | This is the first (earliest) record in call history |
| NEW | This is new, previously unreviewed call information |

See **Display screen messages** on page 78 for information about other possible messages.

**NOTE:** To exit call history at any time without saving changes, press and hold CALL HISTORY.

# Remove calls from call history

## Remove a specific call record from call history

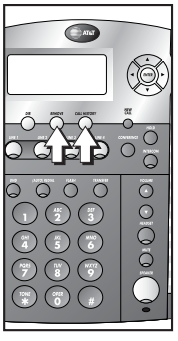


1. Locate the call record you wish to delete following the instructions under **Review records in call history** on page 80.
2. Press REMOVE. The screen display includes `Removed!`.

   Then the screen displays the previous record in call history. If there are no records in call history, the screen displays:

```
CALL HISTORY
000 CALLS
000 NEW
```

## Remove all calls from call history



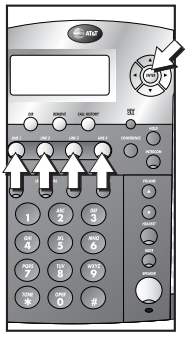
1. Press CALL HISTORY. The screen displays the numbers of total calls and new calls in call history.
2. Press REMOVE. The screen display includes `REMOVE:All?`.
3. Press REMOVE again within three seconds to confirm the command and delete all records from call history. The screen display includes `Removing...` and then `All Removed!`.

   The screen automatically returns to the call history summary.

**NOTE:** To exit call history at any time without saving changes, press and hold CALL HISTORY.

## Dial a number from call history

As you review call history records, you can dial a displayed phone number.



1. Locate the number you wish to call in call history (see **Review records in call history** on page 80). The screen display is similar to:

```
10:27AM 11/12 L3
JOHN SMITH
5550123
CL#001        NEW
```

2. Press ENTER. The screen display includes DIAL.
3. Press ENTER. The phone will automatically select an idle line and dial the call.

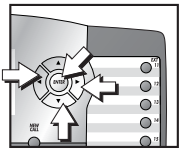
   **—OR—**

   Press the **LINE** button for the line you wish to use, then press ENTER to place the call.

   The call will be dialed in the mode (speakerphone or headset) you programmed (see **Set automatic mode** on page 33).

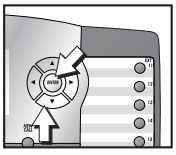
### Dial options

You can change the format of a number in call history before you dial.



1. Follow the directions in **steps 1** and **2** of **Dial a number from call history** above. The screen display includes DIAL.
2. Press ▼ until the screen display includes DIAL ALTERNATE.
3. Press ◀ or ▶ to scroll through the alternate dialing formats (seven-digit number, area code + seven-digit number, 1 + area code + seven-digit number, or 1 + seven-digit number). The screen displays the alternate formats on the third line.
4. When the format you want to use is displayed, dial the call as described in **step 3** of **Dial a number from call history** above.

## Save a name and number from call history to the directory



1. Locate the call history record number you wish to save (see **Review records in call history** on page 80). The screen display is similar to:

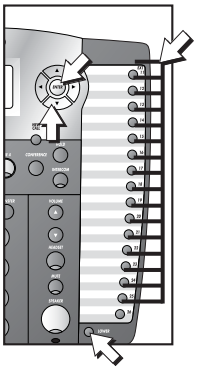
```
10:27AM 11/12 L3
JOHN SMITH
5550123
CL#001        NEW
```

**NOTE:** If a call history record does not include a phone number, it cannot be saved to the directory.

2. Press ENTER. The screen display includes DIAL.
3. Press ▼ until the screen display includes COPY TO DIR.
4. Press ENTER to save the name and number to the directory. The screen displays the name, number and added to DIR!. The screen automatically returns to the call history summary.

**NOTE:** To exit call history at any time without saving changes, press and hold CALL HISTORY.

## Save a number from call history to a one touch location



1. Locate the call history record you wish to save (see **Review records in call history** on page 80). The screen display is similar to:

```
10:27AM 11/12 L3
JOHN SMITH
5550123
CL#001        NEW
```

**NOTE:** If a call history record does not include a phone number, it cannot be saved to the directory.

2. Press ENTER. The screen display includes DIAL.
3. Press ▼ until the screen display includes COPY TO 1-TOUCH.
4. Press ENTER to begin to save the number. The screen display includes Press 1-TOUCH.
5. Press the EXT button where you want to save the number.

   **—OR—**

   Press LOWER, then press the EXT button. The screen displays the number and saved to 1-TOUCH.

   The screen automatically returns to the call history summary.

**NOTE:** To exit call history at any time without saving changes, press and hold CALL HISTORY.

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# Adding a fax machine

**NOTE:** Do not connect a fax machine to line 1. Doing so will interrupt the telephone's intercom data channel.

You may wish to use a fax machine with your phone. Choose line 2, 3 or 4 for the fax machine, and connect it according to the manufacturer's instructions for installation and use.

- That line's telephone number is your fax number.
- The same line can be used for outgoing calls (incoming faxes will get a busy signal when the line is in use).
- Set your fax machine to answer on the first ring (follow manufacturer's instructions).
- To prevent the fax line from ringing at all the extensions, turn the ringer off for that line at other extensions (see **Turn the ringer on or off for each line** on page 25).

**NOTE:** If you are using a fax switch, or a fax machine with a built-in fax switch, see **Using a fax switch** below.

## Using a fax switch

A fax switch lets the telephone know, before the phone rings, whether an incoming call is a voice call or a fax call. Some fax machines have a built-in fax switch. Using a fax switch may affect the operation of the **LINE** lights or other system features.

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# General product care

To keep your phone working and looking good, follow these guidelines:

- Avoid putting it near heating appliances and devices that generate electrical noise (for example, motors or fluorescent lamps).
- DO NOT expose it to direct sunlight or moisture.
- Avoid dropping the phone and/or other rough treatment.
- Clean with a soft cloth.
- Never use a strong cleaning agent or abrasive powder because this will damage the finish.
- Retain the original packaging in case you need to ship it at a later date.

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# Technical specifications

## Technical specifications

| | |
|---|---|
| **REN** | 0.3B |
| **Power adapter** | Input: AC 120V, 60Hz<br>Output: DC 12V, 500mA |
| **Battery** | One 9V alkaline battery required |
| **Intercom signal frequency** | Data 455 KHz |

# In case of difficulty

If you have difficulty operating this phone, try the suggestions below. For customer service, visit our website at **www.telephones.att.com** or call **1 (800) 222–3111**. **Have the serial number, found on the underside of your phone, available when contacting customer service. Please retain your receipt as your proof of purchase.**

To purchase accessories or replacement parts, please contact customer service by visiting our website at **www.telephones.att.com** or calling **1 (800) 222–3111**.

## Telephone operation

| Problem | Solution |
|---|---|
| **Telephone does not work properly.** | • This 974 telephone is not compatible with any 843, 853, 854, 874, or 954 telephones you may have previously installed. |

| Problem | Solution |
|---|---|
| **No dial tone.** | • Make sure all plugs are connected properly. Inspect the line cord connections at the modular jack(s) and at the telephone. Also inspect the coiled handset cord connection at both ends.<br>• Make sure a line is selected.<br>• Make sure **HOLD** is not activated.<br>• If you do not hear a dial tone when you press HEADSET, make sure the headset is firmly connected at the jack. |

| Problem | Solution |
|---|---|
| **Telephone does not ring.** | • Make sure the Do not disturb (DND) feature is not activated.<br>• Make sure the ringers are turned on.<br>• If there are several non-system phones on the line that don't ring, disconnect some of them. Having too many phones connected can also result in low ringer volume for non-system telephones.<br>• If the **INTERCOM** light flashes but you don't hear a paging signal, make sure the Do not disturb feature is not activated. |

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## Telephone operation

| Problem | Solution |
|---|---|
| **A repeating short ring (error ring) sounds at all extensions when you assign an extension number to your phone.** | The extension number you chose is already assigned. Begin again and choose a different extension number from 11 to 26 (see **Assign an extension number to your phone** on page 24). You **MUST** assign a different extension number to every phone in your system. |
| **Problem** | **Solution** |
| **Intercom paging signal not received.** | Make sure you have programmed your intercom extension number correctly. Line 1 must be connected at all extensions, and must be the same telephone number/line for paging and intercom to work properly. |
| **Problem** | **Solution** |
| **Cannot join a conversation in progress.** | The call privacy feature prevents another set on the system from interrupting a conversation. Make sure you press the **LINE** button to release privacy. (See **Call privacy** on page 46.) |
| **Problem** | **Solution** |
| **Error tone (fast busy signal) heard when making a page call.** | The Do not disturb feature is activated at the extension you are calling. |
| **Problem** | **Solution** |
| **A double beep sounds every 30 seconds.** | There is a call on hold at this extension. Press and release the **LINE** button of the call on hold to return to the call and turn off the reminder beep. |

## Telephone operation

| Problem | Solution |
|---|---|
| **LINE lights remain on when no line is connected.** | • Make sure the phone is programmed for that line to be absent. (See **Turn line usage on or off for each line** on page 31.)<br>• Make sure that your line groups are programmed properly. (See **Assign the line group for this phone** on page 39.)<br>• Disconnect all other devices (fax, modem, credit card reader, etc.) from any lines connected to your phone. These devices can interfere with the telephone's data links.<br>• Make sure the total length of telephone wiring used in your phone system is less than 600 feet as it may cause interference with the advanced features of this telephone.<br>• If you are a DSL service subscriber, please see **DSL users** beginning on page 4 for details. |

| Problem | Solution |
|---|---|
| **Tone signals do not activate a remote device.** | Tone signaling does not work during conference calls. |

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## Telephone operation

| Problem | Solution |
|---|---|
| **Operation during a power failure.** | This phone will operate during a power failure if a working battery has been installed. You will be able to answer calls with the handset or headset, and dial calls using the keypad and the one touch or redial features. No other features will work until power is restored. All programming is retained during power failure. |

| Problem | Solution |
|---|---|
| **The screen displays** `Powerfail.` | The phone has been disconnected from AC power. When power is restored, a key is pressed, or the phone is taken off the hook, the screen will return to the usual display. One touch and redial numbers are retained until power is restored. |

| Problem | Solution |
|---|---|
| **Display screen is blank.** | Make sure the power cord is connected to both the phone and an electrical outlet not controlled by a wall switch. |

| Problem | Solution |
|---|---|
| **Intercom, hold, line privacy or other advanced features do not work properly.** | If you are a DSL customer, you may need to arrange for installation of a splitter. See **DSL users** beginning on page 4 for details. |

## Caller ID operation

| Problem | Solution |
|---|---|
| **No caller ID information while on a call.** | You must subscribe to **combined** caller ID with call waiting as a **single** service to see call waiting information. |

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## Caller ID operation

| Problem | Solution |
|---|---|
| **No caller ID information is received.** | Caller ID information is transmitted by the telephone company between the first and second rings. Allow your phone to ring at least twice to receive caller ID information. |

| Problem | Solution |
|---|---|
| **NEW CALL light flashes.** | • Make sure you have reviewed all messages on all lines.<br>• You may have received a false signal from the central office. To clear, see **Reset COVM indicator** on page 37 in Feature setup. |

| Problem | Solution |
|---|---|
| **Screen displays** COVM. | The screen displays COVM when the COVM indicator is turned on for at least one line, whether or not there are messages waiting, and whether or not you have voice mail service.<br>• If you subscribe to voice mail service with your local telephone company, but prefer not to display COVM on the screen, turn off the COVM indicator for each line.<br>• If you do not subscribe to voice mail service, turn off the COVM indicator for all lines.<br>See **Turn COVM indicator on or off for each line** on page 36 in Feature setup for detailed instructions. |

| Problem | Solution |
|---|---|
| **COVM line indicator remains on.** | • Make sure you have reviewed all messages on that line.<br>• You may have received a false signal from the central office. To clear, see **Reset COVM indicator** on page 37 in Feature setup. |

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# Expanding the phone system

Maximum number of units allowed to be connected in the phone system

1. With the use of ONLY 984, 974 and 945 telephones in a system, this combination allows a maximum number of 16 units to be connected in the system.
2. If the combination includes any of the 944, 955 and 964 telephones, the maximum number of phones that can be connected to the system is 12 units.

Maximum number of telephone lines allowed to be connected to the system

1. With the use of ONLY 984, 974 and 945 telephones in a system, this combination allows a maximum number of 16 phone lines to be connected to the system.
2. If the combination includes any of the 944, 955 and 964 telephones, the maximum number of telephone lines that can be connected to the system is 15.

**NOTE:** All 974 features work as described earlier in this manual.

**NOTE:** Please refer to page 13 for the diagram of the **Recommended wiring configuration for phone system.**

### Line groups

Your 974 telephone is noted for its line-sharing feature. The four-line CO key indicators show the line status by displaying different colors and modes (on / off / flashing). To have an accurate line status indication, all units which are connected to the system MUST have their Line 1 jacks connected to the same telephone line (i.e. TL1), Line 2 jacks connected to the same telephone line (TL2), and Line 3 jacks connected accordingly to (TL3).

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There are 12 line group numbers to select, 1-4. Refer to the table below for the various line-group combination which results from using 16 units and 7 telephone lines.

| | | Telephone Lines in System | | | | | | | Line Group | Example of |
|---|---|---|---|---|---|---|---|---|---|---|
| | | TL 1 | TL 2 | TL 3 | TL 4 | TL 5 | TL 6 | TL 7 | Number | Function |
| Intercom Extensions | EXT 11 | ✔ | ✔ | ✔ | | ✔ | | | Group 4 | Marketing |
| | EXT 12 | ✔ | ✔ | ✔ | ✔ | | | | Group 6 | Procurement |
| | EXT 13 | ✔ | ✔ | ✔ | | ✔ | | | Group 4 | Marketing |
| | EXT 14 | ✔ | ✔ | ✔ | | | ✔ | | Group 5 | Engineering |
| | EXT 15 | ✔ | ✔ | ✔ | | ✔ | | | Group 4 | Marketing |
| | EXT 16 | ✔ | ✔ | ✔ | ✔ | | | | Group 6 | Procurement |
| | EXT 17 | ✔ | ✔ | ✔ | | | ✔ | | Group 5 | Engineering |
| | EXT 18 | ✔ | ✔ | ✔ | | | ✔ | | Group 5 | Engineering |
| | EXT 19 | ✔ | ✔ | ✔ | | | | ✔ | Group 7 | Administration |
| | EXT 20 | ✔ | ✔ | ✔ | | | | ✔ | Group 7 | Administration |
| | EXT 21 | ✔ | ✔ | ✔ | ✔ | | | | Group 6 | Procurement |
| | EXT 22 | ✔ | ✔ | ✔ | | ✔ | | | Group 4 | Marketing |
| | EXT 23 | ✔ | ✔ | ✔ | | | ✔ | | Group 5 | Engineering |
| | EXT 24 | ✔ | ✔ | ✔ | | ✔ | | | Group 4 | Marketing |
| | EXT 25 | ✔ | ✔ | ✔ | ✔ | | | | Group 6 | Procurement |
| | EXT 26 | ✔ | ✔ | ✔ | | | | ✔ | Group 7 | Administration |

All L1, L2 & L3 jacks are to be connected to the same corresponding Telephone Lines (TL1, TL2 & TL3).

These can be set in Option Menu ➔ Special Options ➔ Line Group

**NOTE:** The L1 jacks of all the units must be connected to the same corresponding telephone line (TL1) to ensure proper functioning of the phone system.

**NOTE:** The L2 jacks of all the units must be connected to the same corresponding telephone line (TL2). Likewise, the L3 jacks to the same corresponding telephone line (TL3). If the L1- L3 jacks are not properly connected to their telephone lines, the four-line CO key status indicators will NOT reflect the actual telephone line status.

**NOTE:** For all units connected to TL1, the total length of telephone wiring MUST NOT exceed 600 feet when used in this phone system.

### Private lines

This feature allows you to set a private line (direct line) to the Line 4 jack of each unit. In this case, all 16 units can have their own private lines, and the connection of 16 units together adds up to a total of 19 telephone lines. The chart below shows an example of how 16 extension are connected to add up to 19 telephone lines.

| | | Telephone Lines (TLs) in System | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | TL1 | TL2 | TL3 | TL4 | TL5 | TL6 | TL7 | TL8 | TL9 | TL10 | TL11 | TL12 | TL13 | TL14 | TL15 | TL16 | TL17 | TL18 | TL19 |
| Intercom Extensions | EXT 11 | ✔ | ✔ | ✔ | ✔ | | | | | | | | | | | | | | | |
| | EXT 12 | ✔ | ✔ | ✔ | | ✔ | | | | | | | | | | | | | | |
| | EXT 13 | ✔ | ✔ | ✔ | | | ✔ | | | | | | | | | | | | | |
| | EXT 14 | ✔ | ✔ | ✔ | | | | ✔ | | | | | | | | | | | | |
| | EXT 15 | ✔ | ✔ | ✔ | | | | | ✔ | | | | | | | | | | | |
| | EXT 16 | ✔ | ✔ | ✔ | | | | | | ✔ | | | | | | | | | | |
| | EXT 17 | ✔ | ✔ | ✔ | | | | | | | ✔ | | | | | | | | | |
| | EXT 18 | ✔ | ✔ | ✔ | | | | | | | | ✔ | | | | | | | | |
| | EXT 19 | ✔ | ✔ | ✔ | | | | | | | | | ✔ | | | | | | | |
| | EXT 20 | ✔ | ✔ | ✔ | | | | | | | | | | ✔ | | | | | | |
| | EXT 21 | ✔ | ✔ | ✔ | | | | | | | | | | | ✔ | | | | | |
| | EXT 22 | ✔ | ✔ | ✔ | | | | | | | | | | | | ✔ | | | | |
| | EXT 23 | ✔ | ✔ | ✔ | | | | | | | | | | | | | ✔ | | | |
| | EXT 24 | ✔ | ✔ | ✔ | | | | | | | | | | | | | | ✔ | | |
| | EXT 25 | ✔ | ✔ | ✔ | | | | | | | | | | | | | | | ✔ | |
| | EXT 26 | ✔ | ✔ | ✔ | | | | | | | | | | | | | | | | ✔ |
| | | To L1 Jack | To L2 Jack | To L3 Jack | To L4 jack<br>TL4 to TL19 are private lines | | | | | | | | | | | | | | | |

**NOTE:** To program a private line in a line group, press ENTER to begin feature setup and then select SPECIAL OPTIONS. Enter the Line group menu and select PRV to set the private line.

**NOTE:** If the unit (extension) is not set to PRV, the Line 4 status indicator will be unable to display a correct line status.

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# Centrex operation

## Setup checklist

Before expanding your system or installing for Centrex, review the installation checklist. If you have Centrex, contact your local telephone company for further information about Centrex service.

- The phone number for line 1 must be the same on all phones in order for the intercom and page features to work.
- Determine the number of phones that will be on the system.
- Identify the phone that will be the console phone.
- Identify the private line for the console phone. The console phone must have its own private line. This line is not shared with any other phone.
- Follow the regular installation instructions in this manual.
- Enable the console phone.
- Store the Centrex pickup codes and the seven-digit phone numbers in one touch locations. (See **One touch operation** beginning on page 55.)

## Enable the console phone

Determine which phone will be the console phone for your system and program the console following the directions to **Set this phone to be the Centrex console phone** on page 41. It is recommended that Line 4 of the console be programmed as a private line, to make sure a line is available for Centrex access.

## Console operation

Once another system phone has enabled its delayed ring, the console phone will receive those calls. All the 974 features work in the same manner as described in this manual.

The console phone can pick up other Centrex lines through Centrex switching. You can store the Centrex pickup codes and the seven-digit phone number of each station, except for the console phone, in the one touch locations.

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## Set ring delay duration

This feature allows other system telephones' calls to ring at the console phone. After a specified ring delay, the calls will ring at the console phone. (See **Set the Centrex console delayed ring time** on page 42.)

## Answer a delayed ring

The console phone rings and the screen displays the extension number of the intercom sending the delayed ring.

1. Select a free line.
2. Enter the Centrex pickup code.
3. Enter the seven-digit phone number of the extension sending the delayed ring.

**NOTE:** If the console is using another line and receives a delayed ring, the console phone can put the other line on hold and follow **steps 1-3**. If the console is on an intercom call, the intercom call should be ended before picking up the ringing phone.

## Pick up another station's line

1. Choose a free Centrex line.
2. Enter the Centrex pickup code.
3. Enter the seven-digit phone number of the line you want.

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